# TRANSIT DEVELOPMENT PLAN: FISCAL YEARS 2012-2017

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**Prepared by:**

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DRPT
Virginia Department of Rail and Public Transportation

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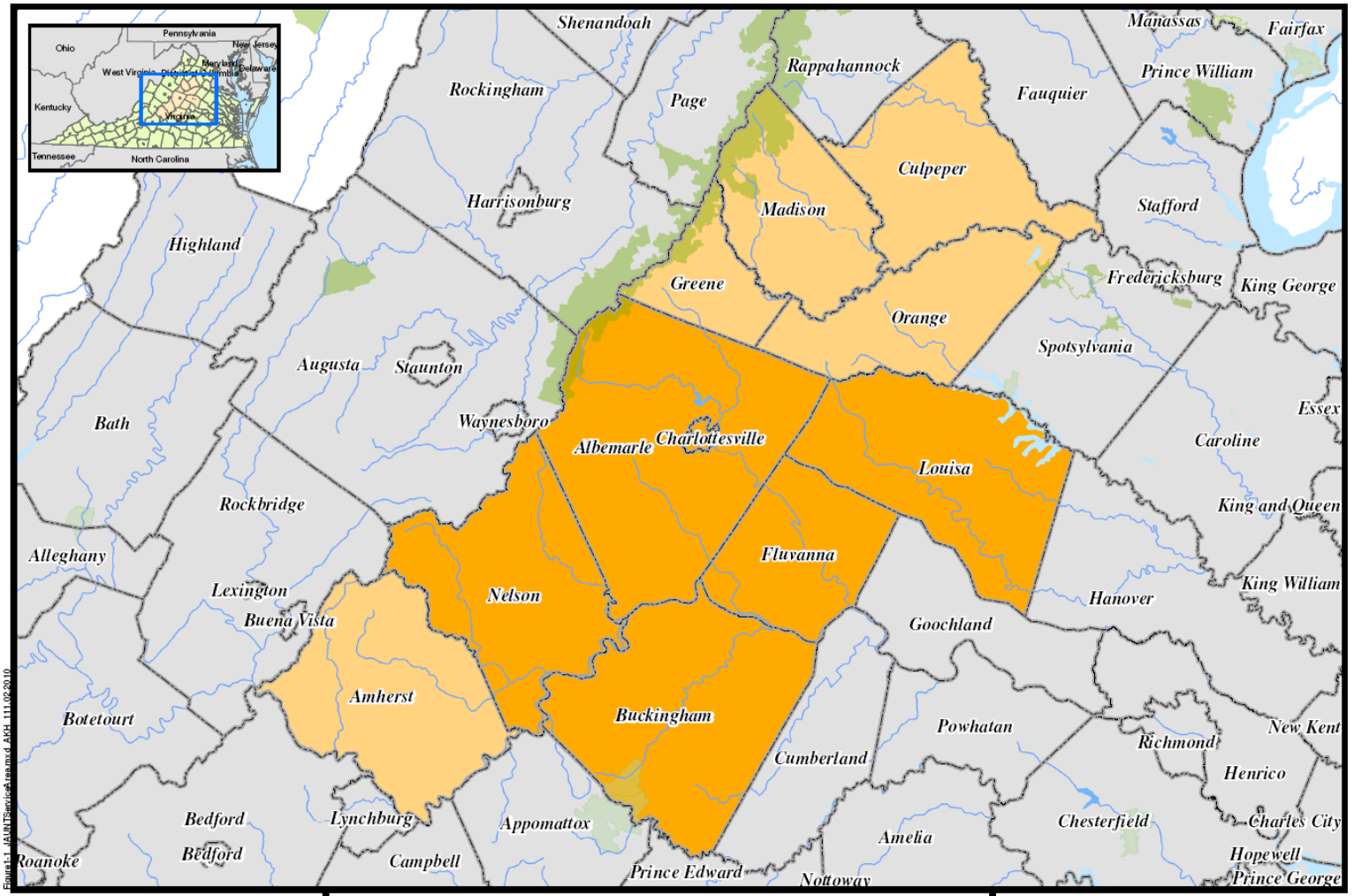
# CHAPTER 1 – OVERVIEW OF TRANSIT SYSTEM

JAUNT, Inc. is a regional public transportation system providing demand response service to the citizens of Charlottesville and five surrounding counties in Central Virginia. JAUNT serves the elderly, individuals with disabilities, human service agency clients and the general public. In FY 2010, JAUNT made over 300,000 trips carrying riders to work, doctor's appointments, shopping and other leisure activities.

JAUNT's service area is oriented north-south primarily along the US 29 and US 15 corridors, and east-west along the I-64 corridor. US 29 and US 15 connect the Charlottesville area with the Washington, DC metropolitan area to the north, while I-64 connects it to the Richmond, Virginia metropolitan area to the east. JAUNT primarily serves the City of Charlottesville (in coordination with Charlottesville Area Transit and University Transit Service) and five surrounding counties: Albemarle, Buckingham, Fluvanna, Louisa and Nelson. It also provides limited service outside its primary service area in Greene and Orange counties in coordination with the counties' transit providers. In November 2010, limited service was also initiated in Culpeper and Madison counties. JAUNT's primary and limited service areas are shown in Figure 1-1.

According to the National Transit Database (NTD), in FY 2008 (prior to implementation of Culpeper and Madison service) JAUNT's service area was 2,500 square miles with a population of 200,027. Aside from the 37 square mile Charlottesville urbanized area and the Crozet, Lake Monticello, Orange, and Culpeper urban clusters, the area is rural in nature with scattered populations and dispersed destinations, presenting distinct transportation needs for older adults, people with disabilities, and people with lower incomes.

The Charlottesville area is home to the University of Virginia, which currently has 20,895 undergraduate and graduate students and is the area's largest employer. Other major employers include the University of Virginia Health System, GE Intelligent Platforms, and Sperry Marine/Northrop Grumman, all in Albemarle County, and the Zion Crossroads Walmart Distribution Center and Supercenter in Louisa County. The area is also known for its historical significance including the homes of Thomas Jefferson (Monticello) and James Monroe. At the foothills of the Blue Ridge Mountains, other area attractions include numerous wineries and Wintergreen Mountain Resort.


Pennsylvania
Ohio
New Jersey
West Virginia
Maryland
Delaware
Kentucky
Virginia
Tennessee
North Carolina
Shenandoah
Rockingham
Page
Rappahannock
Fauquier
Manassas
Fairfax
Prince William
Culpeper
Harrisonburg
Madison
Stafford
Highland
Greene
Fredericksburg
King George
Orange
Spotsylvania
Augusta
Staunton
Waynesboro
Bath
Albemarle
Charlottesville
Louisa
Essex
Caroline
Rockbridge
King and Queen
Alleghany
Fluvanna
Lexington
Nelson
King William
Buena Vista
Hanover
Goochland
Amherst
Botetourt
Buckingham
Powhatan
New Kent
Richmond
Cumberland
Henrico
Bedford
Lynchburg
Appomattox
Chesterfield
Charles City
Amelia
Roanoke
Bedford
Campbell
Hopewell
Prince Edward
Nottoway
Prince George
Primary Service Area
Limited Service Area
Other Counties
Stream
Lake
Reservoir
Stream
National Park or Forest
State Park or Forest
Local Park or Recreation Area
0
40,000
80,000
Feet
Source: JAUNT, Streetmap USA
N
TRANSIT DEVELOPMENT PLAN
JAUNT SERVICE AREA
Figure 1-1

## 1.1 TRANSIT HISTORY

Formed in 1975, JAUNT is recognized both statewide and nationally for its high quality service, performance record and efficient coordinated service. JAUNT was established when several human service agencies realized that it would be more efficient to have their clients share rides. After a successful year of providing service for agency clients, JAUNT received its first federal grant to help make the service affordable for the general population as well. Within a few years, JAUNT was operating as a non-profit organization and had expanded its fleet to fifteen vans, including the system's first accessible vehicle. In 1982, JAUNT became a public corporation owned by five local governments. Figure 1-2 presents a timeline of JAUNT's growth since 1975.

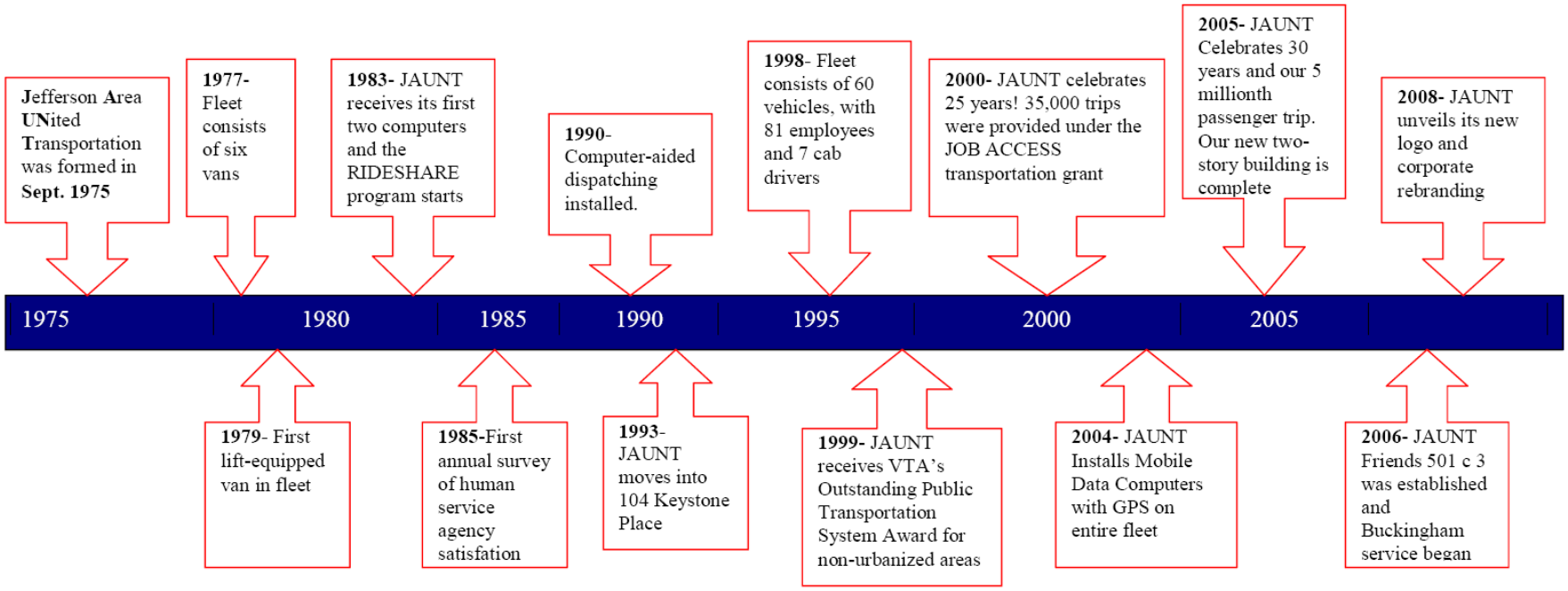
Over the years, JAUNT has grown to add programs and services, including commuter routes to Charlottesville and Wintergreen, intra-county routes in the rural areas, and night and weekend service for people with disabilities in Charlottesville and Albemarle County. JAUNT expanded its service into Buckingham County in 2006 and now has two commuter routes that originate there. In 2007, JAUNT began providing limited service between Charlottesville and Greene and Orange counties. In November 2010, JAUNT initiated service into Culpeper and Madison Counties, with a new route providing service for medical appointments linking Culpeper County and Charlottesville with a stop in Madison County.

JAUNT began using computer-aided dispatching in 1990, and installed Mobile Data Computers (MDC)—vehicle-mounted devices that facilitate messaging, electronic dispatching, vehicle monitoring, and GPS-based vehicle tracking—on its entire fleet in 2004. JAUNT has been operating out of its own facility in southeastern Charlottesville since 1993 and completed the current two-story building in 2005.

In early 2006, the JAUNT Board of Directors made the decision to create a 501(c)3 nonprofit organization to help support transportation and was incorporated in the Commonwealth of Virginia. This nonprofit corporation, JAUNT Friends, was established with the mission to support JAUNT transportation services and provide fare scholarships to the passengers who need them. JAUNT Friends provides scholarships for JAUNT passengers struggling to meet the cost of their transportation and accepts tax deductible donations.

JAUNT maintains an exemplary record of safety, reliability, courteous and cost-effective service. JAUNT has earned the Virginia Transit Association's Outstanding Public Transportation System Award for Non-Urbanized Areas in 1999 and the National Community Transportation System of the Year award from the Community Transit Association of America in 1994. JAUNT's system of combining resources to serve as many people as possible has been a model for transit services across the country.

**Figure 1-2: JAUNT Timeline**


Jefferson Area UNited Transportation was formed in Sept. 1975
1977- Fleet consists of six vans
1983- JAUNT receives its first two computers and the RIDESHARE program starts
1990- Computer-aided dispatching installed.
1998- Fleet consists of 60 vehicles, with 81 employees and 7 cab drivers
2000- JAUNT celebrates 25 years! 35,000 trips were provided under the JOB ACCESS transportation grant
2005- JAUNT Celebrates 30 years and our 5 millionth passenger trip. Our new two-story building is complete
2008- JAUNT unveils its new logo and corporate rebranding
1975
1980
1985
1990
1995
2000
2005
1979- First lift-equipped van in fleet
1985-First annual survey of human service agency satisfation
1993- JAUNT moves into 104 Keystone Place
1999- JAUNT receives VTA's Outstanding Public Transportation System Award for non-urbanized areas
2004- JAUNT Installs Mobile Data Computers with GPS on entire fleet
2006- JAUNT Friends 501 c 3 was established and Buckingham service began

## 1.2 Governance & Organizational Structure

In 1982, JAUNT became a public corporation owned by five local governments. JAUNT is governed by a Board of Directors appointed by the localities it serves. The Board is composed of 14 members, including 4 from the City of Charlottesville, 4 from Albemarle County, 2 each from Louisa, Fluvanna and Nelson Counties, and 1 from Buckingham County. The current board members are presented in Table 1-1.

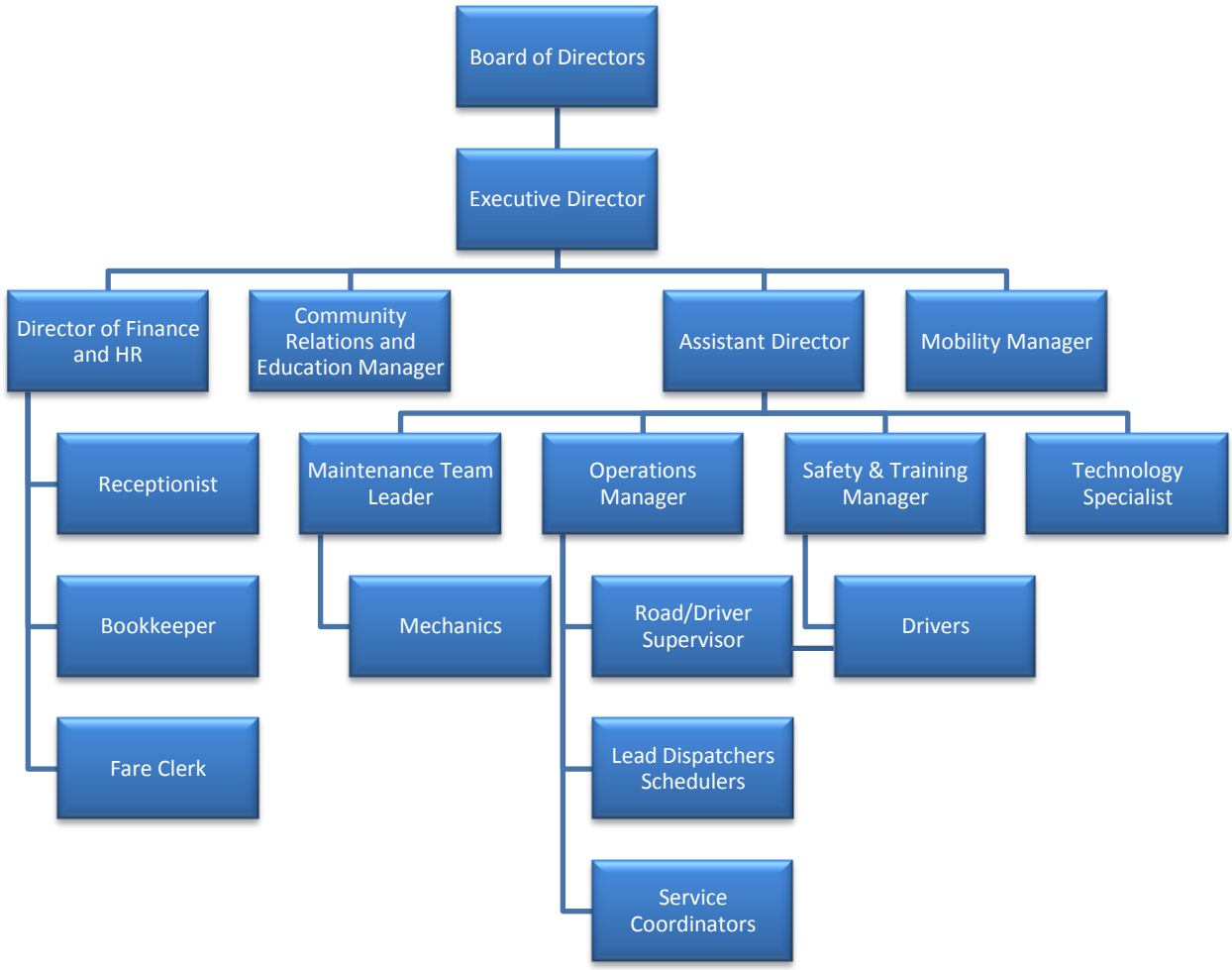
The Board is responsible for overseeing JAUNT, including the establishment of policies and appointing the Executive Director, and meets monthly. Monthly financial reports and service statistics are provided to the Board. A strategic planning process is undertaken every three to four years. Goal achievement is reviewed twice a year.

**Table 1-1: JAUNT Board of Directors 2010/2011**

| Board Member | Appointing County |
|---|---|
| Juandiego Wade, President | Albemarle County |
| Katherine Pickett, Vice President | City of Charlottesville |
| Robert Burke, Secretary | Albemarle County |
| Bill Watterson, Treasurer | City of Charlottesville |
| Ray Heron | City of Charlottesville |
| Philip Jones | City of Charlottesville |
| Clifford Buys | Albemarle County |
| Ray East | Albemarle County |
| Willie Gentry | Louisa County |
| P.T. Spencer | Louisa County |
| David Feisner | Fluvanna County |
| Catherine Palmer | Fluvanna County |
| Janice Jackson | Nelson County |
| Vacant Position | Nelson County |
| Karl Carter | Buckingham County (non-voting) |

An organization chart for JAUNT is presented in Figure 1-3. JAUNT employees are non-unionized and many are part-time employees. Key management personnel include Donna Shaunesey, Executive Director and Kevan Danker, Assistant Director. The most recent addition to JAUNT staff is a Mobility Manager who provides transportation consulting for the area's human service agencies, helping agencies use their transportation resources more effectively, as well as works toward new solutions for clients who need transportation.

**Figure 1-3: JAUNT Organization Chart**




## 1.3 Transit Services Provided and Areas Served

As shown in Figure 1-1, JAUNT's primary service area consists of the following jurisdictions:

- City of Charlottesville;
- Albemarle County;
- Buckingham County;
- Fluvanna County;
- Louisa County and
- Nelson County.

JAUNT provides a mix of demand-response services in these counties. All JAUNT rides are by reservation only. Table 1-2 summarizes the services by location, days of operation, and hours of service. A more detailed description of the services is provided in Appendix A.

In FY 2010, more than 45 percent of JAUNT's trips were Americans with Disabilities Act (ADA) complementary paratransit service provided by JAUNT for Charlottesville Area Transit (CAT). Individuals who have a disability that prevents them from riding CAT's fixed-route bus service may apply to CAT for reduced fares. JAUNT provides paratransit service in the Charlottesville urbanized area, which includes the City of Charlottesville and portions of Albemarle County, as shown in Figure 1-4. The ADA service area is substantially greater than the federally required service area of ¾ mile on either side of fixed routes.

Nearly one-quarter of JAUNT's trips were rural demand-response in FY 2010, split roughly evenly between intra-county trips and midday service to and from Charlottesville. Intra-county and midday service is currently provided in rural Albemarle, Fluvanna, Louisa, and Nelson counties. Intra-county and midday services vary from county to county, and may be limited to select days and times. In Fluvanna County, JAUNT also provides after school and summer camp transportation. This service category also includes limited service between Charlottesville and locations in Greene, Orange, Culpeper, and Madison counties.

Human service agency trips made up 18 percent of JAUNT's trips in FY 2010. When agencies arrange door-to-door trips, they have the option of using JAUNT drivers or their own drivers, using JAUNT vehicles. JAUNT can provide service only to approved agencies. These include agencies funded through certain federal agencies or agencies registered as a qualified human service organization for the purpose of serving persons with mobility limitations related to advanced age, with disabilities, or with low income.

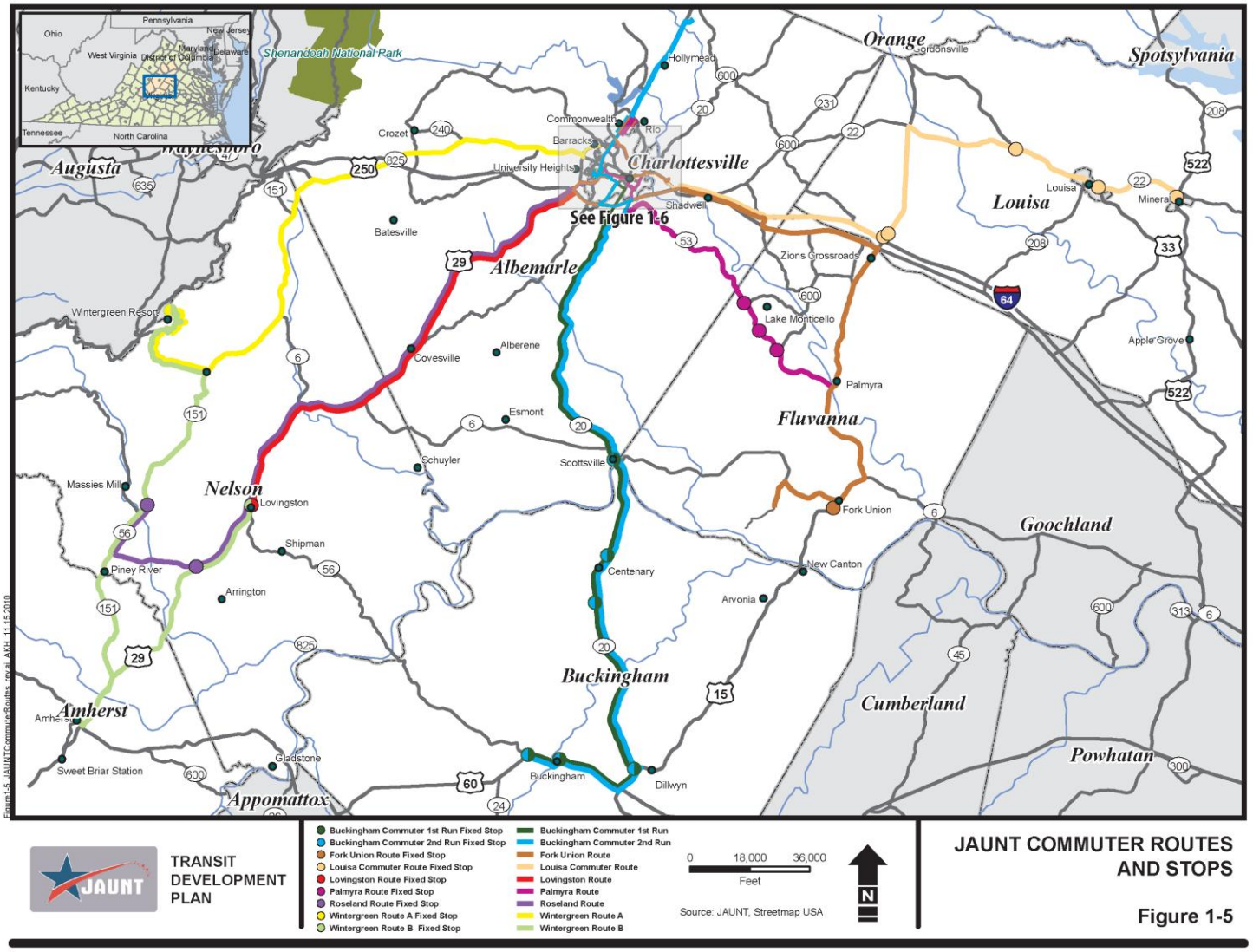
Finally, JAUNT currently also operates seven commuter routes to Charlottesville and two commuter routes to Wintergreen Resort in Nelson County, totaling 12 percent of JAUNT's trips in FY 2010. The commuter routes are presented in Figures 1-5 and 1-6. While there are some fixed stops on each route, other stops along the route are made on demand. Trips on the commuter routes must be scheduled in advance. The commuter routes to Charlottsville consist of two routes from Buckingham County, two routes from Fluvanna County, one route from Louisa County, and two routes from Nelson County. Of the two commuter routes to Wintergreen Resort, one operates from Charlottesville and the other is from Lovingston and Amherst. In Charlottesville, fixed stops include the CAT Downtown Transit Station, UVA, UVA Hospital, Martha Jefferson Hospital, Fontaine Research Park, Barracks Road Shopping Center, Fashion Square Mall, Pantops Mountain, and the National Ground Intelligence Center (NGIC).

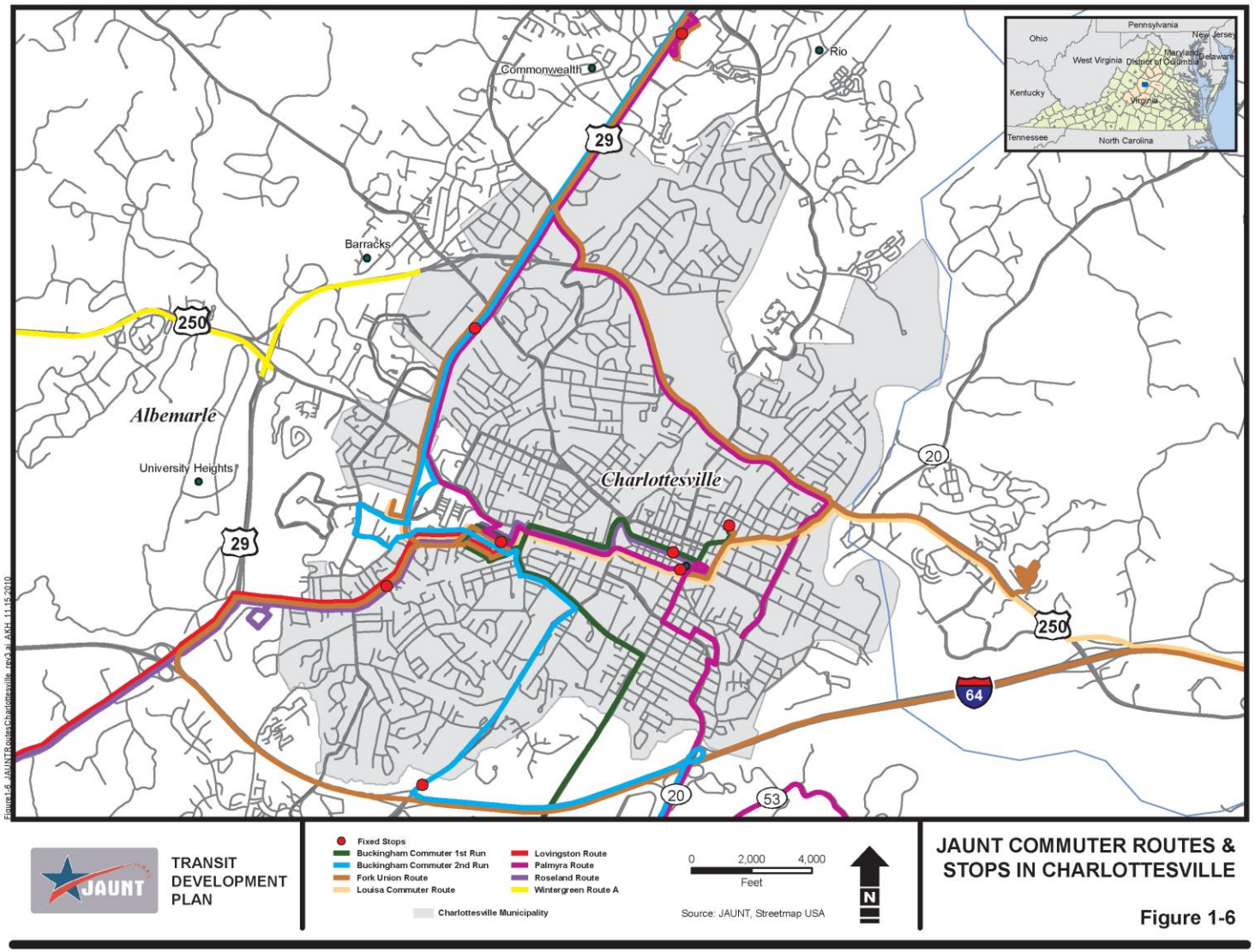
## Table 1-2: Hours and Days of Service

| Origin | Destination | Days of Operation | Departs | Returns |
|---|---|---|---|---|
| **ALBEMARLE COUNTY** | | | | |
| Crozet | Charlottesville | M-F | 8,10,12,2 | 9,11,1,3,5 |
| Scottsville/Esmont | Charlottesville | M-F | 6 & 9 | 12 & 4:30 |
| Keswick | Charlottesville | M-F | 8 | 3:00 |
| Stony Point, Barboursville | Charlottesville | M-F | 8 | 3:00 |
| Scottsville/Esmont | Scottsville/Esmont | T, Th | 10 | 1:30 |
| Crozet | Crozet | W | 1 | 2 |
| Earlysville/Advance Mills | Charlottesville | M-F | 7:30,8,9,4,5 | 6,8,3,3:30 |
| Charlottesville | Keswick | Th | 8:15 | 2:00 |
| North Garden | Charlottesville | Wed & Thurs | 9:15 | 1:30 |
| **LOUISA COUNTY** | **Destination** | **Days of Operation** | **Departs** | **Returns** |
| Louisa Commuter Route | Charlottesville | M-F | 5:45 | 5:00 |
| Louisa County (Midday) | Charlottesville | M-F; extra on W | 8:30; 10:30W | 3:00; 1:00W |
| Louisa County (Intracounty) | Whole County | M-Sat | 7:00 | 5:00 |
| Wellness Wheels (med/pharmacy) | Whole County | M-F | 10:00 | 2:00 |
| **NELSON COUNTY** | **Destination** | **Days of Operation** | **Departs** | **Returns** |
| Lovingston Commuter Route | Charlottesville | M-F | 7 | 4:30 |
| Piney River Commuter Route | Charlottesville | M-F | 6:10 | 4:45 |
| Wintergreen Nelson Commuter Route | Wintergreen | W-Sun; more in winter | 7:15 | 5:00 |
| Wintergreen C'ville Commuter Route | Wintergreen | Fri - Tues | 7:45 | 5:00 |
| Nelson County (Intracounty) | Central Nelson | M, T | 7:30 | 2 |
| Nelson County (Midday) | Charlottesville | M, W, F | 8 (varies) | 3 (varies) |
| Rockfish, Afton, Nellysford | Rockfish | Th | 7:30 | 2 |
| **FLUVANNA COUNTY** | **Destination** | **Days of Operation** | **Departs** | **Returns** |
| Palmyra Commuter Route | C'ville via Rt 53 | M-F | 6:10 | 4:15 |
| Fork Union Commuter Route | C'ville via Rt 250 | M-F | 6 | 4:45 |
| Fluvanna (Intracounty) | Whole County | M,T,W | 10 (varies) | 5 varies |
| Fluvanna (Midday) | Charlottesville | M, Th, Fri | 8 varies | 2 varies |
| Fluvanna Express | Whole County | Mon-Fri | varies | varies |
| **BUCKINGHAM COUNTY** | **Destination** | **Days of Operation** | **Departs** | **Returns** |
| Buckingham Commuter Route - Early | C'ville via Rt 20 | Seven days/week | Ducks 5:25 | UVA 4, MJH 4:15 |
| Buckingham Commuter Route - Later | C'ville via Rt 20 | M-F until 3/31/2011 | Ducks 6:20 | NGIC 4:30 |

Note: JAUNT also runs demand response service Intra-city and in Zone A from 6 AM-midnight Mon-Sat, and 7:30 AM-10 PM on Sundays. In Zones B, C, and D, demand response service is provided 6 AM–10 PM Mon-Fri, 10 AM–10 PM on Saturdays, and 7:30 AM–10 PM on Sundays.

Sample communities in Zone B are Shadwell, Monticello, Ashlawn, Hollymead, Forest Lakes, and Northridge. Sample communities in Zone C are Esmont, Carter's Bridge, North Garden, Earlysville, Advance Mills, Keswick, Cismont, Red Hill, Ivy, Brownsville, and Stony Point. Sample communities in Zone D are Scottsville, Covesville, Greenwood, White Hall, Brown's Cove, Jarman's Gap, Yancey Mills, Batesville, and Howardsville.


Pennsylvania
Ohio
New Jersey
West Virginia
Maryland
Delaware
District of Columbia
Kentucky
Tennessee
North Carolina
Shenandoah National Park
Waynesboro
Augusta
Crozet
Hollymead
Commonwealth
Rio
Barracks
University Heights
Charlottesville
See Figure 1-6
Shadwell
Batesville
Albemarle
Wintergreen Resort
Covesville
Alberene
Esmont
Schuyler
Scottsville
Nelson
Massies Mill
Lovingston
Shipman
Piney River
Arrington
Amherst
Amherst
Sweet Briar Station
Gladstone
Appomattox
Buckingham
Buckingham
Dillwyn
Centenary
Arvonia
New Canton
Fork Union
Palmyra
Fluvanna
Lake Monticello
Zions Crossroads
Louisa
Louisa
Minera
Orange
Gordonsville
Spotsylvania
Apple Grove
Goochland
Cumberland
Powhatan
Figure1-5_JAUNTCommuterRoutes_rev.ai AKH 11.15.2010
Buckingham Commuter 1st Run Fixed Stop
Buckingham Commuter 2nd Run Fixed Stop
Fork Union Route Fixed Stop
Louisa Commuter Route Fixed Stop
Lovingston Route Fixed Stop
Palmyra Route Fixed Stop
Roseland Route Fixed Stop
Wintergreen Route A Fixed Stop
Wintergreen Route B Fixed Stop
Buckingham Commuter 1st Run
Buckingham Commuter 2nd Run
Fork Union Route
Louisa Commuter Route
Lovingston Route
Palmyra Route
Roseland Route
Wintergreen Route A
Wintergreen Route B
0 18,000 36,000
Feet
Source: JAUNT, Streetmap USA
N
TRANSIT DEVELOPMENT PLAN
JAUNT COMMUTER ROUTES AND STOPS
Figure 1-5


Commonwealth
Rio
Barracks
University Heights
Albemarle
Charlottesville
29
250
20
64
53
Pennsylvania
Ohio
New Jersey
Maryland
Delaware
West Virginia
District of Columbia
Kentucky
Virginia
Tennessee
North Carolina
TRANSIT DEVELOPMENT PLAN
Fixed Stops
Buckingham Commuter 1st Run
Buckingham Commuter 2nd Run
Fork Union Route
Louisa Commuter Route
Lovingston Route
Palmyra Route
Roseland Route
Wintergreen Route A
Charlottesville Municipality
0 2,000 4,000
Feet
Source: JAUNT, Streetmap USA
N
JAUNT COMMUTER ROUTES & STOPS IN CHARLOTTESVILLE
Figure 1-6

Additionally, JAUNT provides limited service in the following counties:

- Culpeper County;
- Greene County;
- Madison County and
- Orange County.

With the mutual agreement of neighboring Greene County Transit (GCT), JAUNT provides limited service between Charlottesville and Greene County. JAUNT either transfers passengers to/from GCT, generally at the Best Western on Seminole Trail in Ruckersville (during GCT hours of operation) or completes the trips to Greene County (after the end of the service day for GCT) to ensure Greene County residents working in Charlottesville have a return trip home on public transportation.

On Wednesdays, JAUNT provides public transportation between Gordonsville and Charlottesville. It leaves the Food Lion on West Gordon Avenue at 7:50 a.m. and drops off on-demand in Charlottesville. In the afternoon, it returns to Gordonsville at 1:15 p.m. or 4:30 p.m. At the Gordonsville Food Lion, transfers can be made between JAUNT and the Virginia Regional Transit's Town of Orange Transit (TOOT) trolley service for continuing service into the Town of Orange.

JAUNT's most recent service addition is the Foothills Express, providing shuttle bus transportation for medical appointments on Tuesdays and Thursdays between Culpeper County and Charlottesville, with an intermediate stop in Madison County. The service operates from Culpeper Regional Hospital and the Food Lion in Madison into Charlottesville with on-demand stops at medical facilities (e.g., Martha Jefferson and UVA Hospitals). The service consists of one morning trip from Culpeper to Charlottesville leaving Culpeper at 7:45 a.m. and Madison at 8:15 a.m., one midday round trip leaving Culpeper at 10:15 a.m. and Madison at 10:45 a.m. and leaving Charlottesville at 12:30 p.m. for the return trip, and one afternoon round trip leaving Culpeper at 1:45 p.m. and Madison at 2:15 p.m. and leaving Charlottesville at 5:15 p.m. for the return trip.

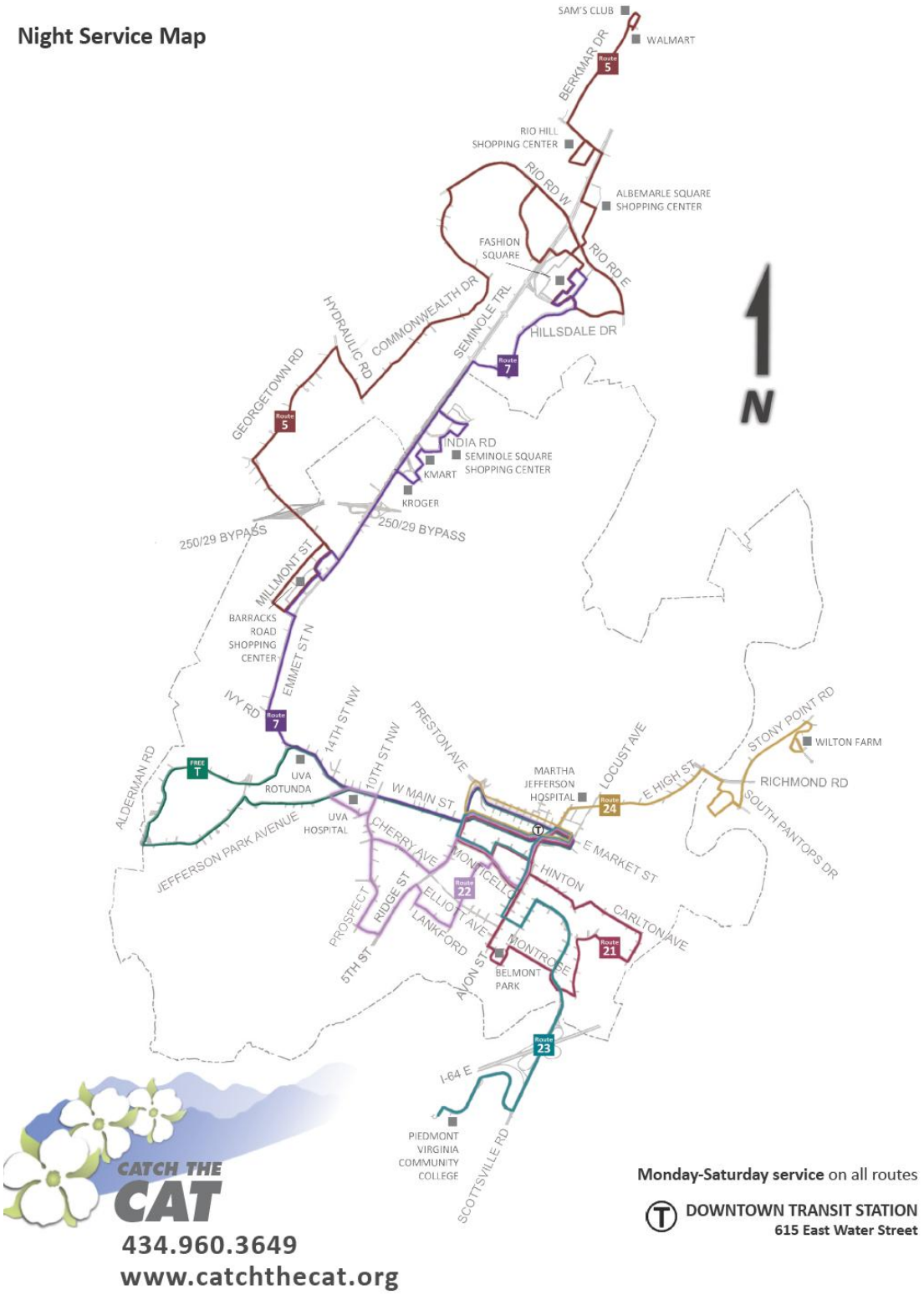
## Other Area Services:

Other transportation providers that operate within the same geographic area as JAUNT include:

- **Charlottesville Area Transit (CAT)** – Provides bus service for Charlottesville and portions of Albemarle County. Figure 1-7 shows the day routes and Figure 1-8 shows the night routes for this system.
- **University Transit System (UTS)** – Operates bus service in and around the grounds of the University of Virginia. The UTS route map is shown in Figure 1-9.
- **Greene County Transit** – Offers demand response services to and from anywhere in Greene County along with daily round trips to Albemarle County and the city of Charlottesville.
- **Town of Orange Transit (TOOT)** – This system is part of Virginia Regional Transit (VRT) which is a nonprofit that provides community transportation. VRT is based in Purcellville, Virginia and serves fifteen different jurisdictions. The TOOT route map is shown in Figure 1-10.

**Figure 1-7: Charlottesville Area Transit (CAT) System – Day Routes**

**Figure 1-8: Charlottesville Area Transit (CAT) System – Night Routes**



## Figure 1-9: University Transit Service (UTS) Routes

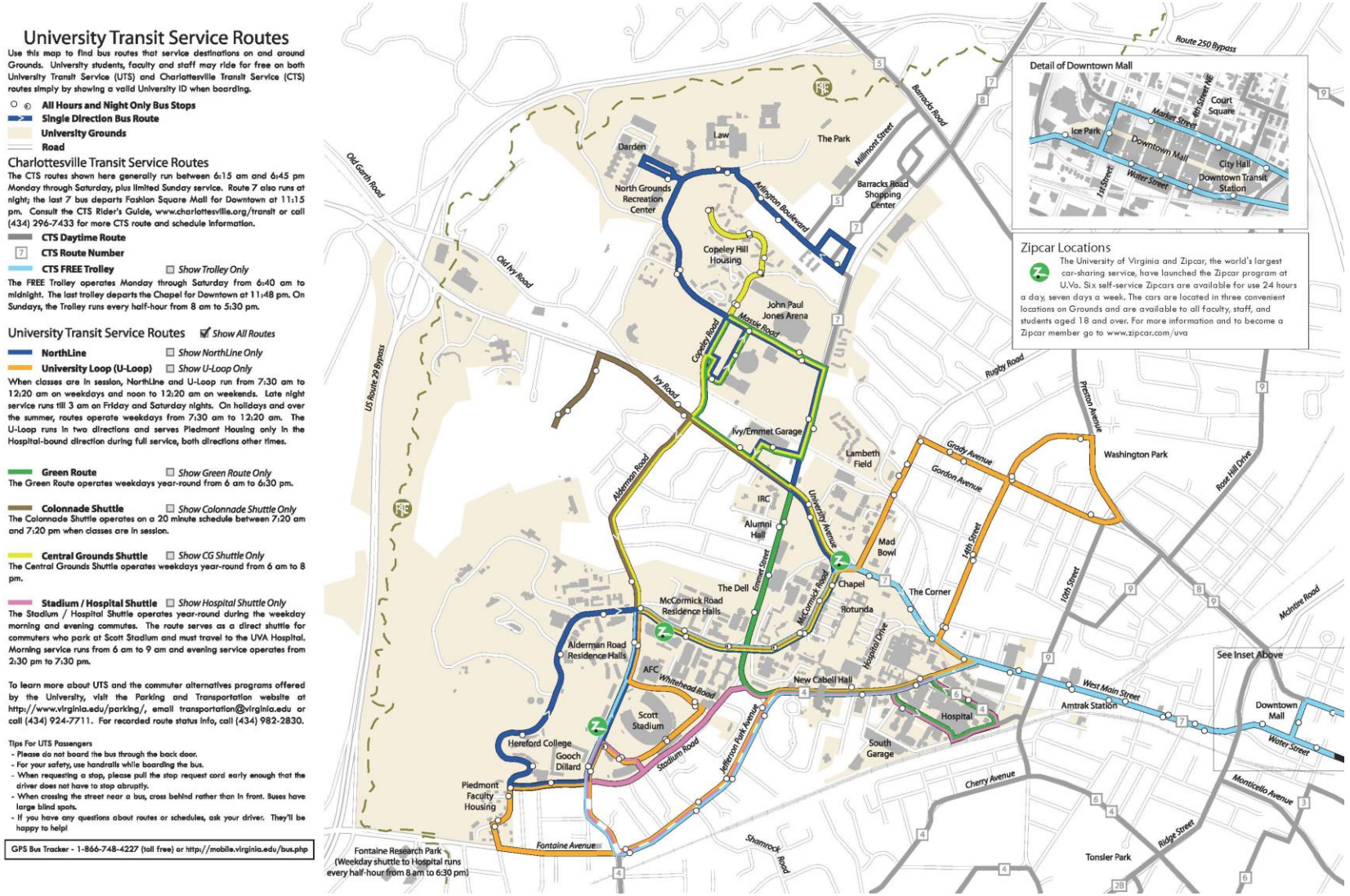
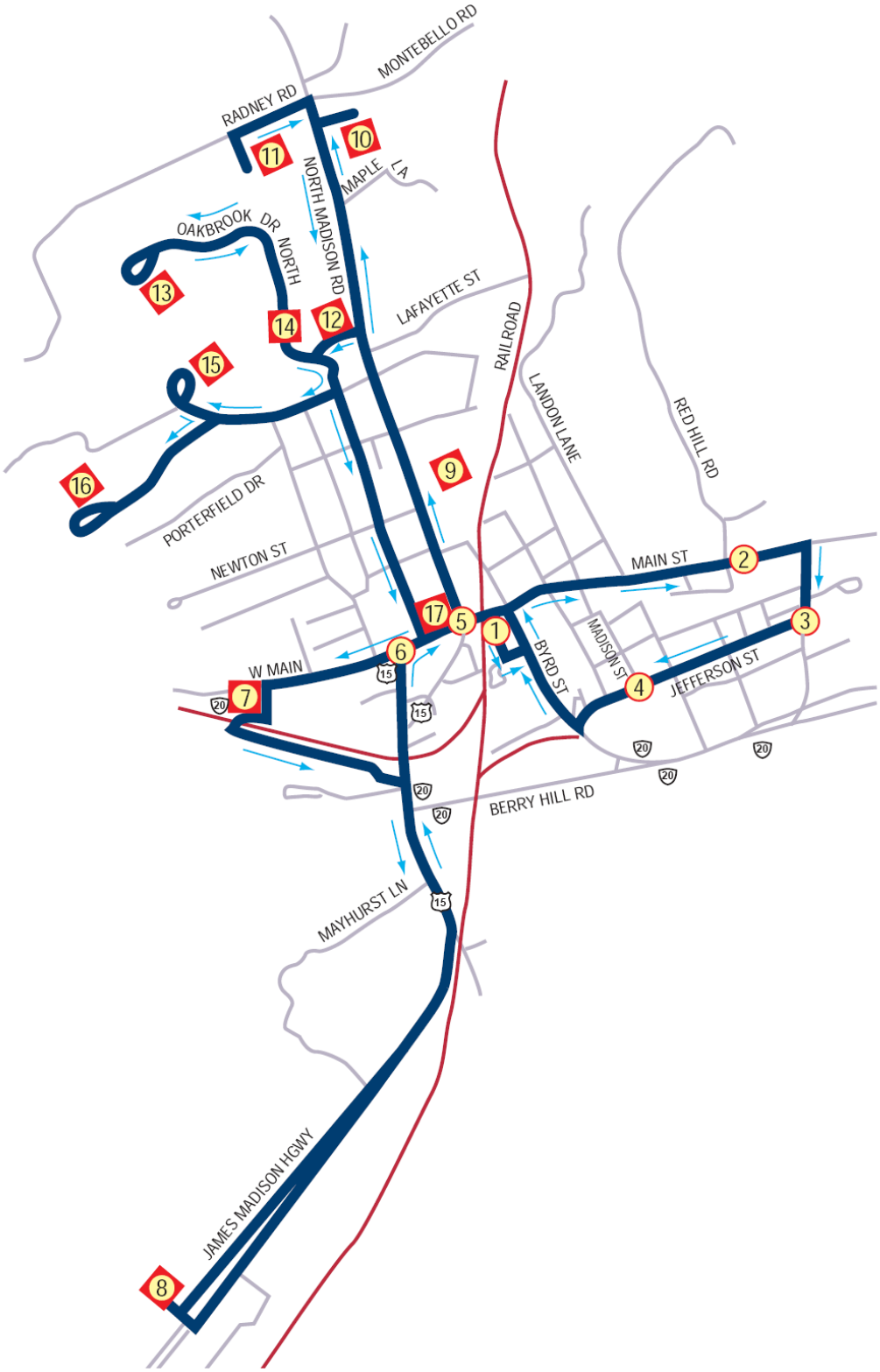

University Transit Service Routes
Use this map to find bus routes that service destinations on and around Grounds. University students, faculty and staff may ride for free on both University Transit Service (UTS) and Charlottesville Transit Service (CTS) routes simply by showing a valid University ID when boarding.
All Hours and Night Only Bus Stops
Single Direction Bus Route
University Grounds
Road
Charlottesville Transit Service Routes
The CTS routes shown here generally run between 6:15 am and 6:45 pm Monday through Saturday, plus limited Sunday service. Route 7 also runs at night; the last 7 bus departs Fashion Square Mall for Downtown at 11:15 pm. Consult the CTS Rider's Guide, www.charlottesville.org/transit or call (434) 296-7433 for more CTS route and schedule information.
CTS Daytime Route
7 CTS Route Number
CTS FREE Trolley Show Trolley Only
The FREE Trolley operates Monday through Saturday from 6:40 am to midnight. The last trolley departs the Chapel for Downtown at 11:48 pm. On Sundays, the Trolley runs every half-hour from 8 am to 5:30 pm.
University Transit Service Routes Show All Routes
NorthLine Show NorthLine Only
University Loop (U-Loop) Show U-Loop Only
When classes are in session, NorthLine and U-Loop run from 7:30 am to 12:20 am on weekdays and noon to 12:20 am on weekends. Late night service runs till 3 am on Friday and Saturday nights. On holidays and over the summer, routes operate weekdays from 7:30 am to 12:20 am. The U-Loop runs in two directions and serves Piedmont Housing only in the Hospital-bound direction during full service, both directions other times.
Green Route Show Green Route Only
The Green Route operates weekdays year-round from 6 am to 6:30 pm.
Colonnade Shuttle Show Colonnade Shuttle Only
The Colonnade Shuttle operates on a 20 minute schedule between 7:20 am and 7:20 pm when classes are in session.
Central Grounds Shuttle Show CG Shuttle Only
The Central Grounds Shuttle operates weekdays year-round from 6 am to 8 pm.
Stadium / Hospital Shuttle Show Hospital Shuttle Only
The Stadium / Hospital Shuttle operates year-round during the weekday morning and evening commutes. The route serves as a direct shuttle for commuters who park at Scott Stadium and must travel to the UVA Hospital. Morning service runs from 6 am to 9 am and evening service operates from 2:30 pm to 7:30 pm.
To learn more about UTS and the commuter alternatives programs offered by the University, visit the Parking and Transportation website at http://www.virginia.edu/parking/, email transportation@virginia.edu or call (434) 924-7711. For recorded route status info, call (434) 982-2830.
Tips For UTS Passengers
- Please do not board the bus through the back door.
- For your safety, use handrails while boarding the bus.
- When requesting a stop, please pull the stop request cord early enough that the driver does not have to stop abruptly.
- When crossing the street near a bus, cross behind rather than in front. Buses have large blind spots.
- If you have any questions about routes or schedules, ask your driver. They'll be happy to help!
GPS Bus Tracker - 1-866-748-4227 (toll free) or http://mobile.virginia.edu/bus.php
Detail of Downtown Mall
Court Square
Market Street
Ice Park
Downtown Mall
City Hall
1st Street
Water Street
Downtown Transit Station
Zipcar Locations
The University of Virginia and Zipcar, the world's largest car-sharing service, have launched the Zipcar program at U.Va. Six self-service Zipcars are available for use 24 hours a day, seven days a week. The cars are located in three convenient locations on Grounds and are available to all faculty, staff, and students aged 18 and over. For more information and to become a Zipcar member go to www.zipcar.com/uva
Route 250 Bypass
Barracks Road
Millmont Street
Darden
Law
The Park
North Grounds Recreation Center
Arlington Boulevard
Barracks Road Shopping Center
Old Ivy Road
Old Garth Road
Copeley Hill Housing
John Paul Jones Arena
Massie Road
Copeley Road
US Route 29 Bypass
Ivy Road
Ivy/Emmet Garage
Rugby Road
Preston Avenue
Grady Avenue
Gordon Avenue
Washington Park
Rose Hill Drive
Lambeth Field
Alderman Road
IRC
Alumni Hall
University Avenue
Mad Bowl
14th Street
Emmet Street
The Dell
Chapel
The Corner
10th Street
McCormick Road
McCormick Road Residence Halls
Rotunda
Hospital Drive
Alderman Road Residence Halls
AFC
Whitehead Road
New Cabell Hall
West Main Street
Amtrak Station
Hospital
See Inset Above
Downtown Mall
Water Street
Scott Stadium
Hereford College
Gooch Dillard
Stadium Road
Jefferson Park Avenue
South Garage
Cherry Avenue
Piedmont Faculty Housing
Fontaine Avenue
Fontaine Research Park
(Weekday shuttle to Hospital runs every half-hour from 8 am to 6:30 pm)
Shamrock Road
Monticello Avenue
Ridge Street
Tonsler Park
McIntire Road

**Figure 1-10: Town of Orange Transit (TOOT) Route**



- **Piedmont Area Transit (PAT) –** Operated by Blackstone Area Bus, a department of the Town of Blackstone, PAT provides a route from Buckingham County to Cumberland County and Farmville. A segment of the PAT route overlaps JAUNT's Buckingham routes.
- **LogistiCare** – Provides brokered transportation services throughout Virginia for the Department of Medical Assistance Services (Medicaid Program).
- **RideShare** is a program of the Thomas Jefferson Planning District Commission in cooperation with the Central Shenandoah Planning District Commission, working to reduce traffic congestion and increase mobility throughout Central Virginia and the Central Shenandoah Valley. They offer free carpool and SchoolPool matching, vanpool coordination, and operate a Guaranteed Ride Home program to provide free rides home in an emergency. RideShare also works with employers to develop and implement traffic reduction programs, and market the region's Park and Ride lots.
- **Rappahannock Rapidan Commuter Services** provides commuter assistance and rideshare services for the residents and businesses located in Fauquier, Rappahannock, Culpeper, Orange and Madison Counties.
- **VPSI, Inc.** is a private, for-profit company providing professionally-managed transportation services to public and private customers. VPSI's primary business is providing and operating commuter vanpool programs.

In addition to the transportation services listed above, there are other nonprofit and public agencies providing human services transportation and private, for-profit transportation companies in the area. Although there are multiple transportation options to travel to many destinations in the area, seamless transfers are often a problem.

## 1.4 Fare Structure

The fare charged is dependent upon type of user and type of service used by the customer. Tables 1-3 and 1-4 depict the fare charts for FY 2011 for all categories of service, with the exception of human service agency transportation. JAUNT employs an exact fare system.

With regard to human service agency transportation, JAUNT provides service under contract to a variety of agencies, including acting as a Medicaid service provider for LogistiCare, the statewide Medicaid transportation provider. JAUNT charges these agencies an hourly rate, which is currently $45.00 per vehicle hour. The same rate is used in all contracts. Charges are based on total travel time, not "live" or revenue time. At the beginning of each fiscal year, JAUNT sends a letter to contracting agencies indicating the hourly rate that will be used in billings. As services are ordered, JAUNT records the trip details and bills the agency the rate indicated in the annual rate letter.

## Table 1-3: JAUNT Fare Chart for FY 2011

| Origin | Destination | Days of Operation | Public Fare | Discounts |
|---|---|---|---|---|
| **ALBEMARLE COUNTY** | | | | |
| Crozet | Charlottesville | M-F | $3.00 | none |
| Scottsville/Esmont | Charlottesville | M-F | $3.00 | none |
| Keswick | Charlottesville | M-F | $3.00 | none |
| Stony Point, Barboursville | Charlottesville | M-F | $3.00 | none |
| Scottsville/Esmont | Scottsville/Esmont | T, Th | $2.00 | $1.00 seniors /$0 to center |
| Crozet | Crozet | W | $2.00 | $1.00 seniors /$0 to center |
| Earlysville/Advance Mills | Charlottesville | M-F | $3.00 | None |
| Charlottesville | Keswick | Th | $3.00 | $0 to center |
| North Garden | Charlottesville | Wed & Thurs | $3.00 | $0 to center |
| **LOUISA COUNTY** | | | | |
| Louisa Commuter Route | Charlottesville | M-F | $2.50 | tkt book/$2 one-way |
| Louisa County (Midday) | Charlottesville | M-F; extra on W | $3.25 | $2.25 seniors & dis. |
| Louisa County (Intracounty) | Whole County | M-Sat | $2.75 | $1.75 seniors /$0 to center |
| Wellness Wheels (med/pharmacy) | Whole County | M-F | $1.00 | free to seniors from Queen |
| **NELSON COUNTY** | | | | |
| Lovingston Commuter Route | Charlottesville | M-F | $2.50 | tkt book/$2 one-way |
| Piney River Commuter Route | Charlottesville | M-F | $2.50 | tkt book/$2 one-way |
| Wintergreen Nelson Commuter Route | Wintergreen | W-Sun; more in winter | $3.50 | none |
| Wintergreen C'ville Commuter Route | Wintergreen | Fri - Tues | $3.50 | none |
| Nelson County (Intracounty) | Central Nelson | M, T | $2.25 | $1.25 seniors /$0 to center |
| Nelson County (Midday) | Charlottesville | M, W, F | $2.75 | $1.75 seniors & dis. |
| Rockfish, Afton, Nellysford | Rockfish | Th | $2.00 | $1.00 seniors /$0 to center |

## Table 1-3: JAUNT Fare Chart for FY 2011 (continued)

| Origin | Destination | Days of Operation | Public Fare | Discounts |
|---|---|---|---|---|
| **FLUVANNA COUNTY** | | | | |
| Palmyra Commuter Route | C'ville via Rt 53 | M-F | $3.00 | tkt book/$2.50 one-way |
| Fork Union Commuter Route | C'ville via Rt 250 | M-F | $3.00 | tkt book/$2.50 one-way |
| Fluvanna (Intracounty) | Whole County | M,T,W | $3.00 | $2.00 seniors /$0 to center |
| Fluvanna (Midday) | Charlottesville | M, Th, Fri | $4.00 | $2.50 seniors & dis. |
| Fluvanna Express | Whole County | Mon-Fri | $2.00 | None |
| **BUCKINGHAM COUNTY** | **Destination** | **Days of Operation** | **Public Fare** | **Discounts** |
| Buckingham Commuter Route - Early | C'ville via Rt 20 | Seven days/week | $3.00 | none |
| Buckingham Commuter Route - Later | C'ville via Rt 20 | M-F until 3/31/2011 | $3.00 | none |

## Table 1-4: JAUNT Intra-City and Zone Fare Chart for FY 2011

| Zone | City or County Resident Certified Disabled | City or County Resident Certified Disabled | City Resident General Public | County Resident age 60 or over | County Resident General Public |
|---|---|---|---|---|---|
| | **Mon – Sat 6 AM - Midnight** | **Sundays 7:30 AM- 10 PM** | **Mon – Fri 6 AM - 6:30 PM** | **Mon – Fri 6 AM - 6:30 PM** | **Mon – Fri 6 AM - 6:30 PM** |
| **Intra-City** | $1.50 | $1.50 | $15.00 | $15.00 | $15.00 |
| **A** | $1.50 | $1.50 | $15.00 | $15.00 | $15.00 |
| | **Mon-Fri 6 AM - 6 PM** | **M-F 6 PM to 10 PM Sat 10 – 10 Sun 7:30 AM - 10 PM** | | | |
| **B** | $2.60 | $5.20 | $5.20 | $2.60 | $5.20 |
| **C** | $4.00 | $8.00 | $8.00 | $4.00 | $8.00 |
| **D** | $5.25 | $10.50 | $12.50 | $5.25 | $12.50 |
| | | | unadvertised | | |

*Note: agency rate for FY11=$45/hour, $15/hr waiting; 50¢/mile with agency driver (70¢/mi outside Planning District)*

## 1.5 FLEET

JAUNT's active fleet consists of 74 vehicles. Of those, 69 are revenue vehicles used in JAUNT service, while five are non-revenue vehicles. The revenue vehicles are modified and/or standard vans (eight) and lift equipped body-on-chassis type vehicles (61), with four-year or 100,000 mile useful lives. Most of the vehicles in revenue service were acquired in 2002 or later. The five non-revenue vehicles are trucks and supervisory vehicles, three of which are sedans. A summary of the fleet is contained in Table 1-5. All vehicles have two-way radios and Mentor Engineering Mobile Data Computers (MDCs). A majority of JAUNT's buses are equipped with wheelchair lifts and external bicycle racks.

**Table 1-5: JAUNT Existing Vehicle Inventory by Year of Acquisition**

| YEAR OF PURCHASE | NUMBER OF VEHICLES | VEHICLE TYPE | NUMBER OF SEATS | LIFT/RAMP | NON-REVENUE |
|---|---|---|---|---|---|
| 1999 | 1 | Chevrolet 13 Pass Van | 14 | N | |
| 2001 | 1 | Ford Van | 14 | N | |
| 2002 | 1 | Dodge Van - Raised Roof | 12 | Y | |
| 2002 | 5 | Ford Van | 14 | N | |
| 2003 | 1 | Dodge Durango - staff car | 6 | N | X |
| 2004 | 2 | Ford Escape - staff car | 4 dr sedan | N | X |
| 2004 | 1 | Honda Civic Hybrid - staff car | 4 dr sedan | N | X |
| 2005 | 2 | Chevrolet Supreme Lift BOC | 12 | Y | |
| 2005 | 3 | Chevrolet Supreme Lift BOC | 14 | Y | |
| 2005 | 1 | Chevrolet Supreme Lift BOC | 18 | Y | |
| 2006 | 1 | Chevrolet Supreme Lift BOC | 12 | Y | |
| 2006 | 4 | Chevrolet Supreme Lift BOC | 14 | Y | |
| 2006 | 3 | Chevrolet Supreme Lift BOC | 18 | Y | |
| 2008 | 4 | Chevrolet Supreme Lift BOC | 14 | Y | |
| 2008 | 2 | Chevrolet Supreme Lift BOC | 18 | Y | |
| 2008 | 1 | Chevrolet Supreme Lift BOC | 24 | Y | |
| 2009 | 2 | Chevrolet Supreme Lift BOC | 14 | Y | |
| 2009 | 7 | Chevrolet Supreme Lift BOC | 18 | Y | |
| 2010 | 17 | Chevrolet Supreme Lift BOC | 14 | Y | |
| 2011 | 2 | Ford Truck Extended Cab 4X4 | 2 | N | X |
| 2011 | 4 | Chevrolet Supreme Lift BOC | 14 | Y | |
| 2011 | 10 | Chevrolet Supreme Lift BOC | 18 | Y | |

Most vehicles are based at the JAUNT facility in Charlottesville. However, to minimize deadheading, JAUNT stations approximately 20 vehicles at various locations throughout the service area. These locations are typically a driver's home.

## 1.6 Existing Facilities

JAUNT is headquartered at 104 Keystone Place, Charlottesville, VA 22902 on 1.63 acres of land. The facility was built in 1992, with an addition built in 2004. It houses the administrative offices and the maintenance shop with four service bays. One of these bays was built especially to service the larger 24-passenger vehicle that is a recent addition to JAUNT's fleet. The parts storage is small and accommodates items needed on a regular basis. The majority of items are ordered only when they are required.

In the past, JAUNT had no bus stops or signs posted on the routes. This is slated to change in the future. The first bus shelter was recently installed at the Dillwyn Food Lion on the Buckingham commuter route, and three more bus shelters are planned in the future. A plan to maintain the bus shelters is being developed.

## 1.7 Transit Security Program

JAUNT strives to provide the safest public transportation service available by providing progressive safety and training programs for staff. As a result, JAUNT has maintained an outstanding safety record. JAUNT drivers are required to have successfully completed OSHA required blood-borne pathogens courses and are certified in first aid and cardiopulmonary resuscitation (CPR). So they are well-equipped to deal with accidents in or around a vehicle. In addition, JAUNT provides training in safety and security awareness based on Federal Transit Administration (FTA) and Department of Homeland Security (DHS) guidelines that cover suspicious persons, suspicious packages, fire safety, and emergency evacuation procedures. On a daily basis, drivers and mechanics are required to ensure that each bus is equipped with on-board emergency supplies; before and after their shift and each time a vehicle is maintained by a mechanic.

JAUNT practices routine performance monitoring and takes a quick response to any trends found. During FY2010, there were twenty-two (22) preventable accidents and seventeen (17) non-preventable accidents. 33.3% of accidents were due to misjudged clearance.

JAUNT adopted a System Hazard and Security Plan (HSP) in May 2007 that sets out procedures for maintaining a safe and secure operations and service environment for passengers, employees and the surrounding community and procedures to deal with natural and security-related emergencies as well as routine security events (such as property crimes). The HSP contains information about mitigation, preparedness, response, recovery, and organizational structure.

The HSP includes the following specific elements:

- Actions required of JAUNT employees on a daily, weekly, monthly, and annual basis to prevent security and emergency events from occurring, and to mitigate the effects of those events that do occur
- Measures needed to prepare for incidents occurring at JAUNT and in the surrounding community
- Agency procedures that should be established to enable JAUNT to respond to security hazards and emergencies that affect the system and its customers
- Formal processes to recover from routine security events or major emergencies
- Roles, responsibilities, and interagency coordination that JAUNT will undertake as part of the larger community-wide team that will respond to a disaster or security event

The activities documented in JAUNT's HSP form the basis of practices reflected in JAUNT's standard operator procedures, training programs, orientation materials, and maintenance procedures.

JAUNT staff participates in all area Local Emergency Planning Councils and in emergency drills. To provide for enhanced security, JAUNT has installed security cameras in the facility and is implementing security cameras in all revenue vehicles.

Standard operating procedure for fare reconciliation includes a daily accounting by the driver. The Fare Clerk reconciles the fares collected to the fare sheet. Then the bookkeeper or finance manager verifies the fares, and writes up the collection to be deposited in the bank. All fares are kept in the Fare Clerk's office. Deposits of fare revenue are made each weekday.

## 1.8 Public Outreach

Community outreach is an important part of JAUNT's marketing effort since it increases an awareness of the services provided and further reinforces the positive image through direct contact and dissemination of information. The Community Relations & Education Manager routinely monitors and records complaints and compliments, as well as No-Shows. Upkeep of the website, review of newspaper advertisements and articles, fielding passenger inquiries for JAUNT services and brainstorming solutions all contribute to better community relations.

This personal contact with local community organizations is further reinforced through regular monthly participation in the Fluvanna, Louisa, and Nelson interagency councils. In the Charlottesville/Albemarle area, the Community Relations & Education Manger regularly attends the Commuter Information Team meetings, as well as the Charlottesville Chamber Council Groups: Aging in Place and the Nonprofit Business Roundtable. A goal of participating in two events per year in each service area has also been established and has not only been met but exceeded. In addition, specific presentations to the staff or participants of local community organizations and businesses continue on an ongoing basis. These presentations can be arranged by request or the Community Relations & Education Manager may initiate a presentation to address an internal JAUNT need (i.e., a local assisted living facility that is having difficulty with the application process.)

In FY 2010, a special effort was made to present JAUNT information to passengers in an appealing and convenient manner. Current brochures were designed to be easier to understand. The agency application was also revised and redesigned. The following brochures were added to the assortment in an effort to better communicate information about these specific areas of service: Buckingham County, Charlottesville, Commuter Routes, JAUNT Friends and Human Services Agency Transportation. Current passengers are informed about current JAUNT information through the website and by the display of posted information on the buses.

Reaching the Latino community has been a special focus. JAUNT covers the cost of any employee who takes a Spanish language class. *Google translate* is available on JAUNT's website. A "welcome" paragraph in Spanish was added to the home page which explains JAUNT's outreach efforts. The Albemarle, Charlottesville, Nelson, and Louisa County brochures were translated into Spanish. *Language Line*, a translation service, was established for all reservationists, dispatchers and senior staff to access a translator in order to better communicate with passengers. In addition, the Community Relations & Education Manager has reached out through local community groups (i.e., the Rural Outreach Program in Nelson County and the United Way) and attends specific events (i.e., the Nelson Community Day Fair) to make sure that the materials reach the local Latino community.

JAUNT conducts an annual passenger and agency transportation evaluation survey each fall in order to solicit feedback from current users of its service. In 2009 both surveys indicated that JAUNT has earned an outstanding rate of customer satisfaction. This satisfaction is best represented by the question which asked if the respondent would recommend JAUNT to a friend; 97% said *Yes*.

A significant challenge to the overall marketing efforts for JAUNT is that the service it provides, rates it charges, and application process it requires are different in each service area. This makes it difficult to broadcast a universal message. As a result, brochures, posters, press releases, community calendars, flyers, email, website postings, and radio and print ads are used instead to disseminate information about new or underutilized areas of service that JAUNT wants to grow. A Marketing Plan is updated annually.

# CHAPTER 2.0 – GOALS, OBJECTIVES & STANDARDS

This chapter presents the JAUNT vision and mission, identifies goals and objectives for the Transit Development Plan (TDP), and recommends a set of performance standards for the transit system. While the goals and objectives and performance measures build on JAUNT's *Strategic Plan: 2007 – 2020*, they have been developed with a focus on the transit service provision aspects of the agency. As stated in the Virginia Department of Rail and Public Transportation's TDP requirements:

> "The goals, objectives and standards should reflect the basis under which new service would be deployed and existing service increased or reduced.
>
> - The goals and objectives should be comprehensive and address all major areas of concern and activity for public transit operators (e.g., scheduling and route planning; service reliability; system effectiveness; system efficiency; safety and security; funding and reserve policies; customer service; multimodal connectivity and statutory and regulatory compliance).
> - Performance standards should address both the efficiency and effectiveness of the services provided by the operator. Performance standards should be specific, measurable and quantified where feasible."[1]

## 2.1 JAUNT Vision and Mission Statement

As stated on its website, JAUNT's vision and mission statement are as follows:

**Vision**

*Central Virginians get where they need to go safely, efficiently and affordably while respecting the environment.*

**Mission**

*JAUNT safely, courteously and promptly provides public and specialized services to meet community mobility needs.*

## 2.2 Strategic Plan 2007 - 2020

Beyond the vision and mission statements, JAUNT also adopted a *Strategic Plan* in May 2007 to guide the organization from 2007 to 2020. It was developed using input from passenger surveys, community meetings, events and other transportation stakeholder meetings. The plan includes both specific milestones with target dates for completion and annual benchmarks. Since its adoption, JAUNT has made significant progress on completion of the milestones. Over 90 percent of the milestones have been completed or are in progress.

[1] Transit Development Plan Requirements; Department of Rail and Public Transportation; November 2008, p. 5.

JAUNT has also been actively monitoring its performance in achieving the annual benchmarks, and modified two of the annual benchmarks in FY 2010. The goals and annual performance benchmarks in the current *Strategic Plan* are presented below.

**Ensure that JAUNT continues to be a sound corporation**

- Maintain employee turnover rate at 20% or below
- Provide competitive salary and benefit programs to retain employees, as measured by:
  - No more than 30% of employees who leave do so for higher salaries
- Perform exit interviews with each employee who leaves and make changes to address valid concerns
- Increase funding relationships with businesses by 10% annually
- Ensure that administrative expenses do not exceed 20% of the non-capital budget

**Provide services that attract riders**

- Increase ridership on commuter routes by at least 2% each year
- Ensure on-time performance, as measured by:
  - At least 98% of passengers reaching their appointments on-time
  - At least 85% of passengers picked up on-time
- Ensure that passengers feel they are safe and treated courteously, as measured by their response to the annual passenger survey
- Apply for funding for one new commuter route each year
- Decrease complaints by passengers about poor work performance, as measured by:
  - Not more than 15 complaints per 100,000 passenger trips
- Increase rural commuter services by at least 5% per year

**Expand services to meet transportation needs**

- Eliminate ADA turndowns
- Undertake at least one initiative to encourage Hispanic ridership each year
- Meet with officials at each senior housing development, major agency and institutional use at least twice a year, both to advertise services and to request financial support

- Meet with new or rapidly expanding companies, both to advertise services and to request financial support

**Convey JAUNT's mission, services and economic impact to the general public, businesses, human service agencies, developers and legislators**

- Update website information at least monthly
- Participate in at least two public events in each county per year
- Take an active role in each rural interagency council
- Display marketing materials on board the vehicles that are updated quarterly
- Hold internal marketing meetings quarterly to involve staff in promoting services and gather their ideas
- Continue active participation in the Virginia Transit Association, the Community Transportation Association of Virginia and the Community Transportation Association of America
- Ensure that new developments are compatible with JAUNT service
- Continue active participation in local committees, boards, and studies

**Provide service that is effective, efficient, and safe**

- Maintain a preventable accident rate that is no more than one per 100,000 miles
- Provide at least 3.2 passenger trips per revenue hour

**Minimize JAUNT's environmental footprint**

- Seek out opportunities to purchase alternative fuel passenger vehicles, as soon as they are available
- Promote in-house recycling and purchase supplies with recycled content
- Promote pedestrian-bicycle-transit connections and transit-friendly developments

## 2.3 TDP Goals and Objectives

Building on the annual benchmarks in the *Strategic Plan*, this section presents the goals and objectives for the six-year TDP. Some of the goals and objectives are derived from the *Strategic Plan*. Others are recommended to support the six-year TDP based on other Virginia transit systems with a focus on safe, reliable and flexible transit service, as well as reducing congestion and pollution.

**Goal 1 – Provide a widely accessible and coordinated transportation system that reflects and meets the diverse needs of the JAUNT service area**

*Objective 1.1 – Maintain current levels of service and expand current service hours when warranted*

*Objective 1.2 – Eliminate ADA turndowns*

*Objective 1.3 – Reduce ride times that are too long in the rural areas*

*Objective 1.4 – Continue to expand rural commuter services*

*Objective 1.5 – Identify and address, to the extent feasible, the needs of those underserved by the existing transit system, transportation-disadvantaged population groups, minority and limited English proficiency residents, and commuters*

*Objective 1.6 – Continue to meet and work with local governments, agencies, and businesses to define needs, advertise services, and seek funding for existing and additional service*

*Objective 1.7 – Coordinate with other regional agencies to promote the development of an integrated regional transportation system*

- Continue to coordinate with other transit providers to enhance connectivity of the regional transit system
- Continue to coordinate with Planning District Commissions and local jurisdictions to integrate bicycle and walking networks with the transit systems
- Continue to coordinate and partner with RideShare to promote ridesharing and develop park and ride lots served by transit, carpools, and vanpools

## Goal 2 – Promote safety and security in maintaining and operating the JAUNT system within the service area

*Objective 2.1 – Ensure staff has the procedural tools available to address system security issues and emergencies*

- Review the System Hazard and Security Plan annually and update as necessary
- Review established standard operator procedures, training programs, orientation materials, and maintenance procedures at least once a year and update as necessary
- Maintain safety training programs for drivers and non-driving staff
- Continue to participate in all area Local Emergency Planning Councils and in emergency drills

*Objective 2.2 – Ensure that drivers maintain a preventable accident rate of less than the standard identified in Section 2.4 of this TDP, through the following activities:*

- Continue to review each accident to determine preventability and to target new driver and refresher training programs
- Hold an annual safety meeting to be attended by all JAUNT employees
- Continue to train and coach drivers in collision avoidance through team meetings and refresher training programs

*Objective 2.3 – Ensure that drivers transport and assist JAUNT passengers with their safety being paramount*

- Continue to require driver reporting of all passenger incidents, regardless of the degree of injury, for documentation and investigation
- Ensure drivers are properly trained to meet the requirements of transporting persons with disabilities

*Objective 2.3 – Complete the deployment of both vehicle- and facility safety-related capital projects*

## Goal 3 – Provide attractive and dependable transit service within the JAUNT service area

*Objective 3.1 – Ensure on-time performance of JAUNT's service as measured by the standard identified in Section 2.4 of this TDP*

- Continue and improve driver training program
- Review record of on-time performance to determine possible schedule adjustments

*Objective 3.2 – Continue to review and improve JAUNT service*

- Continue to survey passengers and human service agencies annually to measure satisfaction with JAUNT service and solicit service improvement ideas
- Plan for and implement service adjustments as needed
- Investigate alternatives to demand-response service that allow a greater level of service efficiency, such as flexible-route, neighborhood circulator, and point deviation services

*Objective 3.3 – Decrease complaints by passengers, based on the standards identified in Section 2.4 of this TDP*

*Objective 3.4 – Ensure that passengers feel they are safe and treated courteously, based on the standards identified in Section 2.4 of this TDP*

*Objective 3.5 – Create an extra-board of drivers, sized to reflect historic trends in uncovered runs*

*Objective 3.6 – Ensure that JAUNT's fleet is appropriately sized and maintained in a state of good repair*

- Update vehicle replacement program on an annual basis and procure vehicles accordingly, based on industry standards for defined useful life of vehicles
- Complete preventive maintenance inspections on time
- Complete acquisition of and utilize a vehicle maintenance management information system

*Objective 3.7 – Continue to evaluate the need for bus stops and shelters and install at appropriate commuter route locations*

- Establish safe bus stop locations when modifying an existing alignment or implementing new service
- Monitor ridership activity at high demand stops to determine if/when passenger shelters are needed
- Work with local government staff in providing new or expanding existing sidewalks at stops with high ridership demands

**Goal 4 – Develop and maintain an ongoing performance monitoring program as identified in Section 2.4 and Chapter 8 of this TDP**

*Objective 4.1 – Record and monitor statistics and standards quarterly*

*Objective 4.2 – Determine if any corrective measures should be considered as a result of monitoring program*

**Goal 5 – Continue to engage the community, expand customer outreach, and market the system**

*Objective 5.1 – Present JAUNT information to current and potential riders in a manner that is appealing and easy to understand*

- Add commuter route maps to the applicable brochures
- Update and add brochures as needed, in both English and Spanish
- Keep the website current and interesting
- Work with Charlottesville Area Transit (CAT) to include a map of the LINK stops provided by JAUNT in the CAT rider's guide.

*Objective 5.2 – Expand the distribution of system information and brochures, particularly when significant service changes are made.*

- Identify and employ low-cost methods of informing the public about JAUNT services, such as handouts to passengers on the vehicles, inexpensive posters and flyers, electric bill inserts and direct mail promotions, and press releases
- Distribute brochures and system information in additional public places throughout the service area

*Objective 5.3 – Pursue educational, marketing and advertising opportunities through senior citizen centers, human service agencies, major employers, community associations, educational institutions and clubs*

- Continue to proactively seek opportunities to present an overview of the services provided by JAUNT
- Participate in at least two public events in each county per year
- Continue to actively participate in each rural interagency council

*Objective 5.4 – Continue active participation in local committees, boards, and studies*

**Goal 6 – Recruit and retain a qualified workforce**

*Objective 6.1 – Maintain an employee turnover ratio at 20% or below*

*Objective 6.2 – Provide competitive salary and benefits programs to retain employees by monitoring salaries for comparable positions and making adjustments as needed. The effectiveness of this can be measured after the fact by having no more than 30% of employees who leave doing so for higher salaries*

*Objective 6.3 – Perform exit interviews with each employee who leaves and make changes to address valid concerns*

*Objective 6.4 – Continue to expand management expertise and community investments through active participation in industry associations*

*Objective 6.5 – Create a staff development program to foster personal and professional growth*

*Objective 6.6 – Continue to develop, implement, monitor and improve training programs that will foster excellence in performance and comply with all the regulatory issues concerning public transit*

**Goal 7 – Provide affordable public transit service through funding by grants and contributions from local, state and federal funding entities and public/private partnerships**

*Objective 7.1 – Continue to apply for federal and state funding in a timely manner*

*Objective 7.2 – Continue to conduct an annual review of fares and schedules*

*Objective 7.3 – Maintain current partner funding levels*

*Objective 7.4 – Actively seek new funding partnerships with area businesses*

**Goal 8 – Promote and implement practices to improve the regional quality of life through reduced pollution and congestion**

*Objective 8.1 – Evaluate and, where cost effective, implement the use of "greener" vehicles and facilities*

*Objective 8.2 – Participate in public awareness campaigns in conjunction with the Community Transportation Association of America, the Virginia Transit Association, and the Community Transportation Association of Virginia to promote the environmental benefits of using public transit*

- Provide an overview of transit benefits on JAUNT website
- Place public service announcements in newspapers (in English and Spanish)
- Sponsor promotional events, such as an annual Clean Commute Day

**Goal 9 – Improve coordination between transportation, land use and economic development activities**

*Objective 9.1 – Continue to encourage coordination and consistency with local, regional and commonwealth plans for the future provision of public transit*

*Objective 9.2 – Continue to review and comment on development proposals*

*Objective 9.3 – Continue to support improved connectivity and accessibility of sidewalks and bicycle facilities along existing and future public transportation corridors*

*Objective 9.4 – Support land development regulations that encourage transit-friendly development*

*Objective 9.5 – Support incentives for developers and major employers to promote public transportation and exploit proffer opportunities*

## 2.4 Service Performance Standards

JAUNT gathers data and utilizes best practices to evaluate performance primarily on an annual basis. In recent years, JAUNT has prepared an *Annual Report,* a Director's Report to the Board, and annual performance indicators. Additionally a milestone progress report associated with the milestones and annual benchmarks in the *Strategic Plan* and a progress report on implementing the recommendations in the *JAUNT Transit Development Plan, Fiscal Year 2010 – 2015* have been prepared twice yearly.

As the ADA paratransit provider in the Charlottesville urbanized area and a rural demand-responsive agency, JAUNT's approach to service delivery and therefore, its performance emphasis, is significantly different from that of a fixed-route transit system. As noted in a Transit Cooperative Research Program (TCRP) report,

> "Fixed-route emphasis is providing the most service and in an efficient manner. Demand-responsive focuses on efficiency in scheduling and service delivery whereby that will allow quality service through effective routing and husbanding of resources. Nevertheless, fixed route and demand-responsive share common goals:
>
> - Quality service to customers,
> - Safe and comfortable transportation,
> - Courteous and sensitive vehicle operators, and
> - Reliable on-time performance." [2]

Recognizing the significant service differences that exist in demand-responsive systems, this TDP recommends several performance standards to guide JAUNT's decision-making process. While many systems report performance monthly, this TDP identifies annual performance standards. Effective service performance standards require complete and consistent data collection, and a more frequent interval would be especially challenging given the complexity of JAUNT's service offerings.

### 2.4.1 ADA Complementary Paratransit Service Availability

Service availability in ADA complementary paratransit is based upon the ADA requirements of minimum service in terms of span and time of service. However, service can be provided more broadly. Demand-responsive service availability will be based on the agency's resources and its allocation of them in the area it serves. Transit systems are required to adhere to a variety of requirements pertaining to ADA paratransit. Perhaps the most difficult requirement to adhere to is ADA turndowns. Thus, it is included in this TDP's performance standards.

ADA Turndowns

An ADA turndown, or service denial, is specifically defined by the ADA as failure to provide a scheduled trip within an hour on either side of the requested time to travel. Should no trip be available in that two-hour window, the request for service is termed a denial, or turndown. Current FTA and court interpretation is that any substantive amount of turndowns constitutes a capacity constraint and is a violation of the ADA. Thus, JAUNT takes ADA turndowns very seriously. Consistent with the *Strategic Plan*, the proposed annual performance measure for ADA turndowns is:

- **No request for an ADA service trip is denied within the required two-hour window**

[2] *A Guidebook for Developing a Transit Performance-Measurement System*; Transit Cooperative Research Program; 2003, p.35.

## 2.4.2 SERVICE MONITORING

Measures of passengers' day-to-day experiences with respect to reliability, customer service, and perceived safety are significant for demand-responsive public transit systems. Recommended measures for JAUNT include on-time performance, complaints, customer satisfaction, and driver safety.

On-time Performance

On-time performance is critical in both ADA complementary paratransit and general demand-responsive service as a reliability issue. Significantly poor levels of on-time performance are indicative of a lower level of service reliability. JAUNT's *Strategic Plan* established a benchmark of two annual quality measures of on-time performance. Consistent with the *Strategic Plan*, the proposed annual performance measures for on-time performance are as follows:

- **At least 98% of passengers reach their appointments on-time**
- **At least 85% of passengers are picked up on-time**

Customer Satisfaction

JAUNT measures customer satisfaction based on its annual on-board passenger surveys. In 2010 JAUNT redesigned its survey so that it could begin to measure customer satisfaction through its Net Promoter Score.[3] In 2010 the average U.S. company had a score of 10%; JAUNT's score was 70%. The proposed annual performance measure for customer satisfaction is as follows:

- JAUNT will achieve a Net Promoter Score of 65% or higher.

JAUNT strives for excellence. It is a highly visible organization that is a valued and welcome presence in the city of Charlottesville and the five surrounding counties. The public holds JAUNT to a high standard and JAUNT seeks to not only meet that standard but exceed it. When a customer or community member complains it provides an opportunity for JAUNT to not only impact that person but to examine and improve its service systems and quality. JAUNT wants to know when its standards are not being met. Rather than set a benchmark for decreasing customer complaints, JAUNT will set a standard by which it will address those complaints and thus impact customer satisfaction. A Customer Service Implementation Team (CSIT) will be established to create a customer service policy and analyze data

[3] The Net Promoter Score is a customer loyalty metric developed by Fred Reichheld and made popular through his book *The Ultimate Question.* Essentially, it divides a company's customer base into three distinct categories: Promoters, Passives, and Detractors. The overarching goal is to increase your Promoters and decrease your Detractors. The Net Promoter Score is obtained by asking customers a single question on a 0 to 10 rating scale, where 10 is "extremely likely" and 0 is "not at all likely": "How likely is it that you would recommend our company to a friend or colleague?" Based on their responses, customers are categorized into one of three groups: Promoters (9–10 rating), Passives (7–8 rating), and Detractors (0–6 rating). The percentage of Detractors is then subtracted from the percentage of Promoters to obtain a Net Promoter score (NPS).

quarterly to improve service quality. In order to ensure that complaints are handled promptly and thoroughly, the CSIT will:

- Maintain a complaint resolution time of no more than five business days.

Driver Safety

Driver safety measures evaluate the likelihood that passengers will be involved in a vehicular accident. In many instances, customer perceptions of safety and security are as important to understand as the actual conditions. In addition to the customer satisfaction question related to driver safety, the *Strategic Plan* initially set a preventable accident benchmark of no more than one preventable accident per 65,000 miles. This benchmark was revised in FY 2010. Consistent with this revision in the *Strategic Plan*, the proposed annual performance measure for preventable accidents is:

- **Not more than one preventable accident per 100,000 miles**

### 2.4.3 Service Productivity

Service productivity is the ratio of total passengers transported divided by total revenue or service hours. It is an important measure that impacts service cost. The logistical and regulatory limitations of demand-responsive service (particularly ADA complementary service) limit the maximum level of productivity. While demand-responsive productivity is normally lower than fixed-route services, significant productivity enhancements can result in dramatic cost savings and increases in service. JAUNT's *Strategic Plan* includes a benchmark for passenger trips per revenue hour. Although JAUNT's more productive commuter routes have increased in the past few years, demand-response service has increased even more, causing productivity to fall. The five year old *Strategic Plan* set a goal of 3.2 passenger trips per revenue hour, but expanded demand-response service suggests that the annual performance measure for service productivity should be:

- **At least 2.9 passenger trips per revenue hour system-wide**

### 2.4.4 Cost Effectiveness

Cost-effectiveness, measured as the operating cost per passenger trip, is a critical measure based on the system productivity and the cost to operate each hour of service. Cost per passenger is normally significantly higher in ADA complementary paratransit and general demand-responsive service. Therefore, passenger increases result in cost increases. In contrast, passenger increases in fixed-route services often result in lower costs per passenger due to the many economies of scale that exist in fixed-route service.

While JAUNT tracks this as a performance indicator, it is not included in the *Strategic Plan*. Given the significant financial constraints under which ADA complementary paratransit and general demand-responsive service operate, this TDP proposes including it as a performance measure. The FY 2010 actual operating expenses and actual passenger trips included in the *Director's Report to the Board* were used to calculate this measure:

- **Maintain or improve cost effectiveness annually, pivoting from the system-wide FY 2010 administration and operating cost of $16.20 per passenger trip for JAUNT's core services.**

# CHAPTER 3 – SERVICE AND SYSTEM EVALUATION

This chapter provides an evaluation of the existing service, a historical performance evaluation over the past five years, a peer review, results from the latest onboard survey, an evaluation of the current facilities and fleet, a land use summary of the service area and the plan for bicycling and pedestrian infrastructure in the area.

## 3.1 EXISTING SERVICE EVALUATION

As discussed in Chapter 1, JAUNT operates ADA service in the Charlottesville urbanized area, and commuter routes and rural demand response service in five surrounding jurisdictions: Albemarle, Fluvanna, Louisa, Nelson, and Buckingham counties. In addition, JAUNT contracts with various human service agencies in the service area to provide transportation to their clients. The following is an analysis of the existing ridership for the JAUNT system using FY 2010 (July 2009 – June 2010) passenger trips data collected by JAUNT.

In FY 2010, there were a total of 304,624 passenger trips on the JAUNT system. As shown in Figures 3-1 and 3-2, with a total of 138,940 passenger trips, JAUNT's ADA service accounted for nearly half of the total passenger trips. Rural demand response accounted for 24%, followed closely by human service agency service at 18% of total passenger trips. Commuter service is also a significant proportion, at 12% of total passenger trips.

**Figure 3-1: JAUNT FY 2010 Passenger Trips by Service Type**

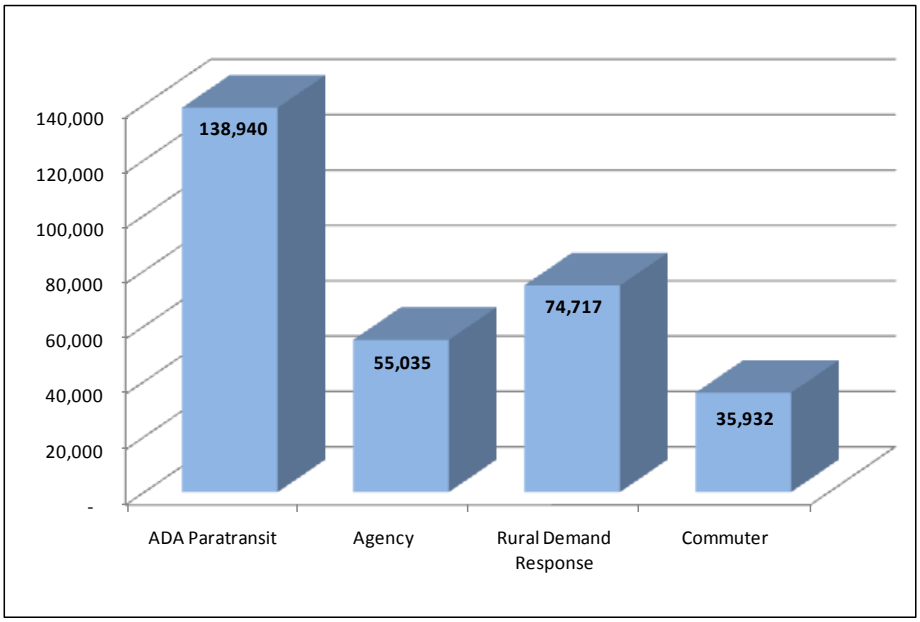


**Figure 3-2: JAUNT FY 2010 Percentage of Passenger Trips by Service Type**

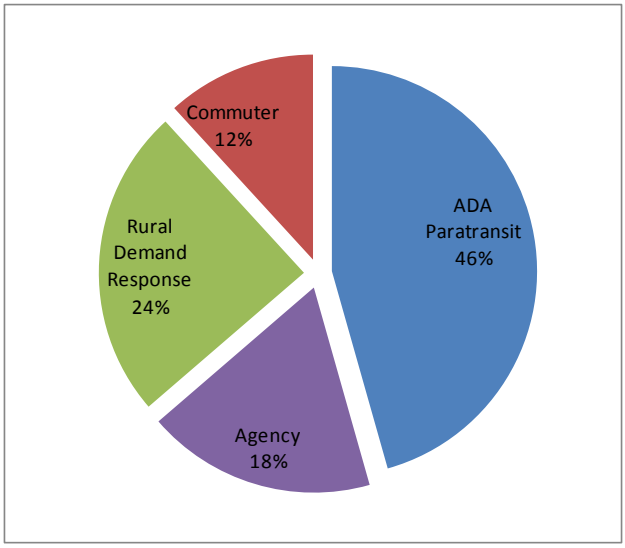



Table 3-1 and Figure 3-3 show the FY 2010 breakdown of passenger trips for each service type by jurisdiction. Looking at this data by jurisdiction, 39% of total passenger trips were in Charlottesville, 33% were in Albemarle County, and 10% were in Louisa County. The percentages of passenger trips in other counties were in the single digits, with 7% in both Fluvanna and Nelson Counties, and 4% in Buckingham County.

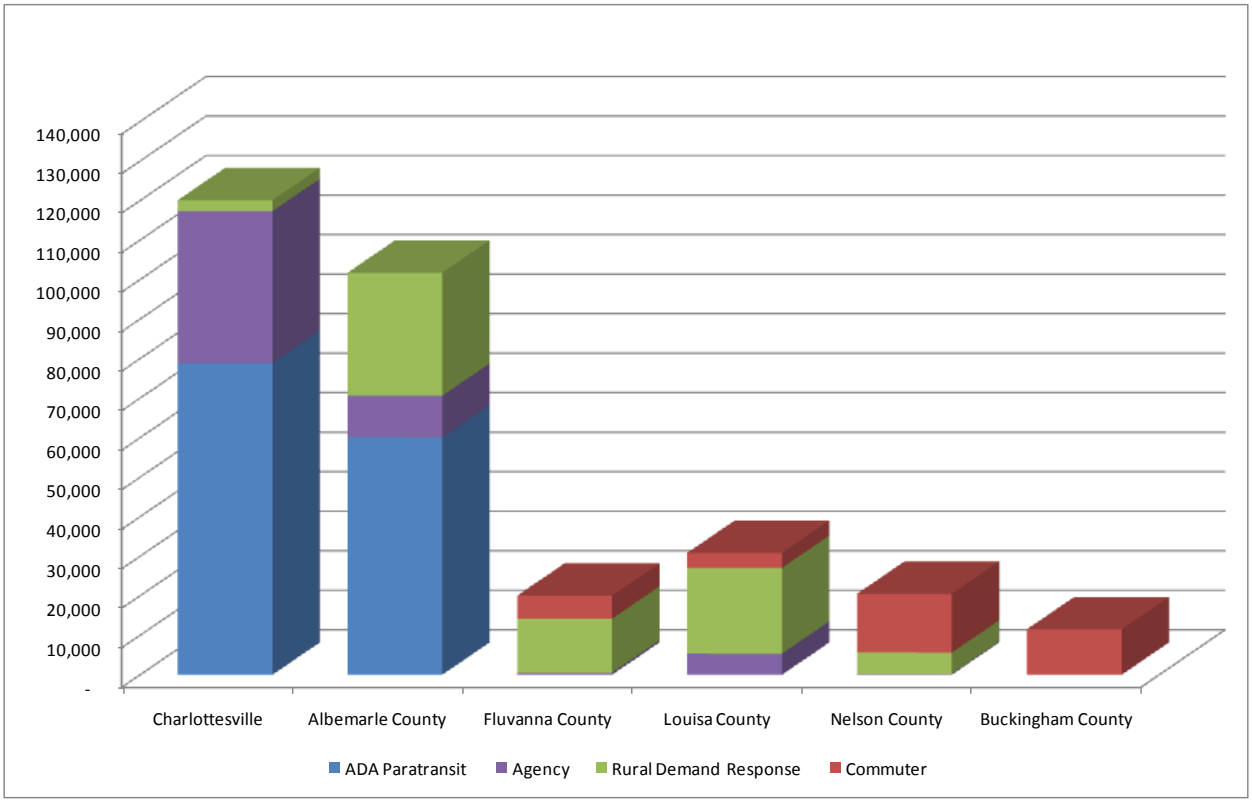
**Table 3-1: FY 2010 Passenger Trips by Jurisdiction and Service Type**

| | ADA Paratransit | Agency | Rural Demand Response | Commuter | Total |
|---|---|---|---|---|---|
| Charlottesville | 78,864 | 38,444 | 2,763 | | **120,071** |
| Albemarle County | 60,076 | 10,517 | 31,130 | | **101,723** |
| Fluvanna County | | 499 | 13,698 | 5,828 | **20,025** |
| Louisa County | | 5,347 | 21,704 | 3,771 | **30,822** |
| Nelson County | | 228 | 5,398 | 14,853 | **20,479** |
| Buckingham County | | | 24 | 11,480 | **11,504** |
| **Total** | **138,940** | **55,035** | **74,717** | **35,932** | **304,624** |

Looking at this data by service type, with ADA service only provided within the Charlottesville urbanized area, ADA passenger trips were split between the City of Charlottesville (57%) and urban Albemarle County (43%). Most agency passenger trips were in the City of Charlottesville (70%), followed by Albemarle County (19%) and Louisa County (10%). Of note in FY 2010 were agency passenger trips for People and Congregations Engaged in Ministry (PACEM) and HeadStart in Charlottesville, LogistiCare and the International Rescue Committee in Albemarle County, and Senior Centers in Nelson County.

The vast majority of rural demand response passenger trips were in Albemarle County (41%) and Louisa County (29%), with another 19% in Fluvanna County and 7% in Nelson County. Rural demand response includes service JAUNT terms *rural routes*, because they are limited in their geographic coverage as well as by days and times of service. The majority of commuter passenger trips were in Nelson County (41%) and Buckingham County (32%), with another 16% in Fluvanna County, and 16% in Louisa County.

**Figure 3-3: FY 2010 Passenger Trips by Service Type and Jurisdiction**




Focusing on JAUNT's commuter and rural routes, Tables 3-2 and 3-3 show the FY 2010 passenger trips on each rural and commuter route, respectively. Figure 3-4 shows these passenger trips by county.

Looking at Table 3-2, at 29% of the total rural demand response passenger trips, the Louisa intracounty route carried the largest number by far. The other intracounty demand response services in Fluvanna, Nelson and Albemarle carried 8%, 5% and 5% of the rural demand response passenger trips, respectively. The five routes in Albemarle County carried 30% of the total rural route passenger trips, with the Scottsville, Crozet, and Earlysville routes carrying the vast majority of these. The three midday routes to Charlottesville (Louisa, Nelson, and Fluvanna) carried a total of 12% of the total non-commuter trips. Response to the afterschool Fluvanna Express route exceeded all expectations, carrying 11% of the total non-commuter trips. Ridership on the two-year old Gordonsville connector route between Orange County and Charlottesville remained very low.

**Table 3-2: FY 2010 Rural Demand Response Annual Passenger Trips**

| | Albemarle County | Fluvanna County | Louisa County | Nelson County | Buckingham County | Other | Annual Total |
|---|---|---|---|---|---|---|---|
| Rural Albemarle | 2,763 | | | | | | **2,763** |
| Keswick | 787 | | | | | | **787** |
| Stony Point | 996 | | | | | | **996** |
| Earlysville | 4,397 | | | | | | **4,397** |
| Crozet | 5,203 | | | | | | **5,203** |
| Scottsville | 6,962 | | | | | | **6,962** |
| Fluvanna Intracounty | | 4,597 | | | | | **4,597** |
| Fluvanna Midday | | 2,228 | | | | | **2,228** |
| Fluvanna Express | | 6,506 | | | | | **6,506** |
| Louisa Intracounty | | | 17,769 | | | | **17,769** |
| Louisa Midday | | | 3,718 | | | | **3,718** |
| Nelson Intracounty | | | | 3,271 | | | **3,271** |
| Nelson Midday | | | | 1,052 | | | **1,052** |
| Gordonsville Connector | | | | | | 89 | **89** |
| **Total** | **21,108** | **13,331** | **21,487** | **4,323** | **-** | **89** | **60,338** |

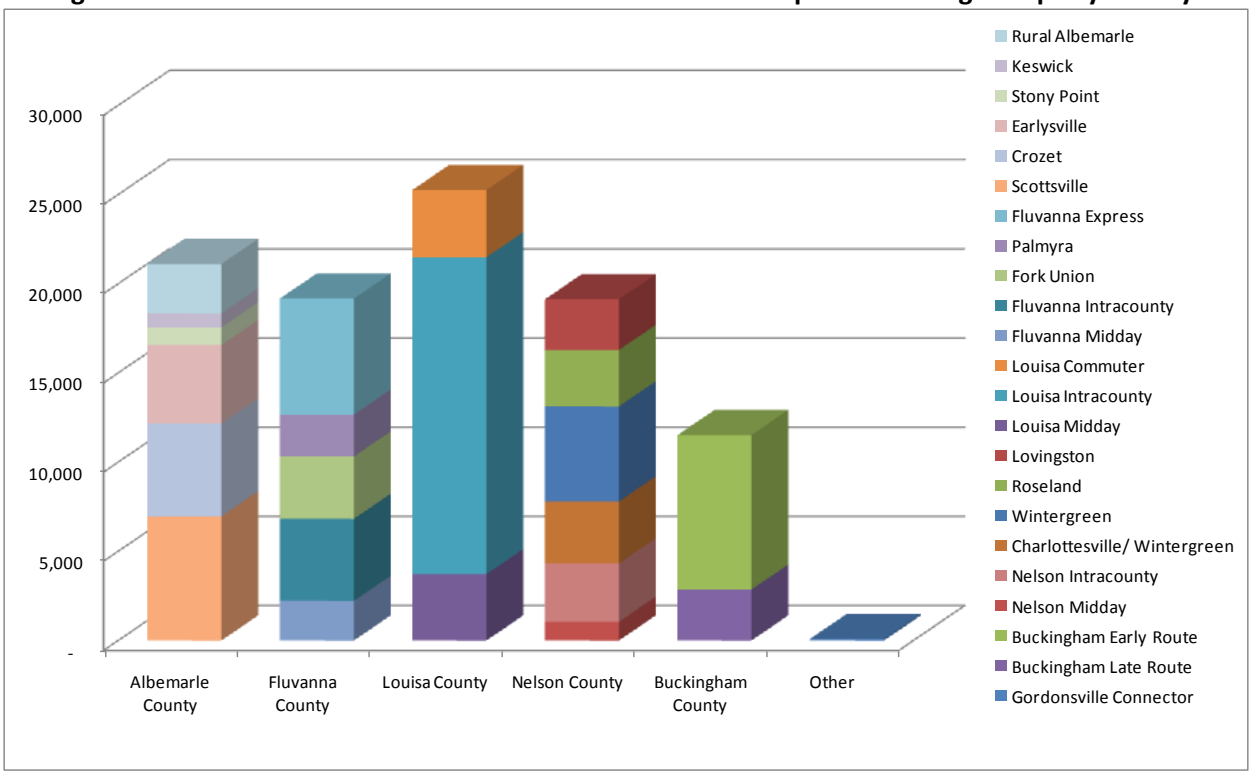
Table 3-3 shows the passenger trips on each commuter route in FY 2010. The two Buckingham County commuter routes accounted for 32% of the total commuter passenger trips, with 24% on the early route and 8% on the late route. The two Wintergreen routes carried 25% of the passenger trips, with 15% on the route from Nelson and Amherst Counties and 10% on the new route to Charlottesville. The two Fluvanna County commuter routes carried 17% of the passenger trips, with 10% on the Fork Union route and 7% on the Palmyra route. The two Nelson County routes accounted for 17% of the total commuter passenger trips, with 9% on the Roseland route and 8% on the Lovingston route. Finally, the Louisa County commuter route carried 10% of the total commuter passenger trips.

**Table 3-3: FY 2010 Annual Passenger Trips on Commuter Routes**

| | Albemarle County | Fluvanna County | Louisa County | Nelson County | Buckingham County | Other | Annual Total |
|---|---|---|---|---|---|---|---|
| Palmyra | | 2,345 | | | | | **2,345** |
| Fork Union | | 3,493 | | | | | **3,493** |
| Louisa | | | 3,771 | | | | **3,771** |
| Lovingston | | | | 2,837 | | | **2,837** |
| Roseland | | | | 3,166 | | | **3,166** |
| Wintergreen | | | | 5,328 | | | **5,328** |
| Charlottesville/ Wintergreen | | | | 3,476 | | | **3,476** |
| Buckingham Early Route | | | | | 8,655 | | **8,655** |
| Buckingham Late Route | | | | | 2,858 | | **2,858** |
| **Total** | **-** | **5,838** | **3,771** | **14,807** | **11,513** | **-** | **35,929** |

Figure 3-4 shows each rural demand response and commuter route service by jurisdiction. At 26%, Louisa County services carried the most passenger trips. Albemarle County carried 22% and Fluvanna and Nelson County services each carried 20%, while Buckingham County's commuter routes carried 12% of passenger trips. Buckingham County is the only county currently served only by commuter routes.

**Figure 3-4: FY 2010 Annual Commuter and Rural Demand Response Passenger Trips by County**



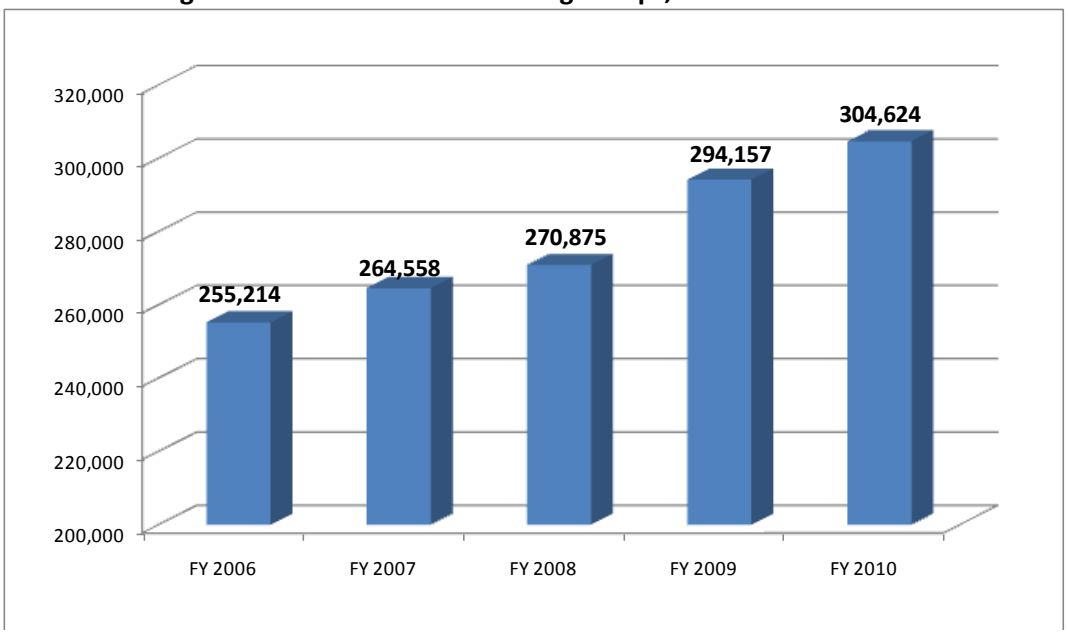

## 3.2 HISTORICAL PERFORMANCE EVALUATION

This section evaluates the historical performance of the JAUNT system based on data collected by JAUNT over the five-year period of FY 2006 through FY 2010. Table 3-4 lists JAUNT's annual statistics for the five-year period. The overall number of passenger trips grew by 19% over this period, reflecting strong demand for the service. Figure 3-5 shows the increase in passenger trips over the five-year period.

**Table 3-4: JAUNT Historical Annual Statistics**

| | FY 2006 | FY 2007 | FY 2008 | FY 2009 | FY 2010 | % Change FY 2006 to FY 2010 |
|---|---|---|---|---|---|---|
| Passenger Trips | 255,214 | 264,558 | 270,875 | 294,157 | 304,624 | 19.4% |
| Revenue Hours | 78,020 | 78,292 | 86,573 | 105,469 | 105,633 | 35.4% |
| Revenue Miles | 1,594,915 | 1,687,974 | 1,741,367 | 1,551,360 | 1,535,347 | -3.7% |
| Operating Costs | $4,105,486 | $4,082,088 | $4,771,496 | $4,997,569 | $4,879,886 | 18.9% |

**Figure 3-5: JAUNT Annual Passenger Trips, FY 2006 – FY 2010**




As shown in Figures 3-6 and 3-7, JAUNT's revenue hours grew by 35% over this period, while total revenue miles decreased by nearly 4%, which may indicate a more urban area orientation where speeds are slower combined with additional time spent loading and unloading passengers. Total operating costs increased by nearly 32% over the same period, due to the cost of service expansions and inflation, as shown in Figure 3-9.

**Figure 3-6: JAUNT Annual Revenue Hours, FY 2006 – FY 2010**

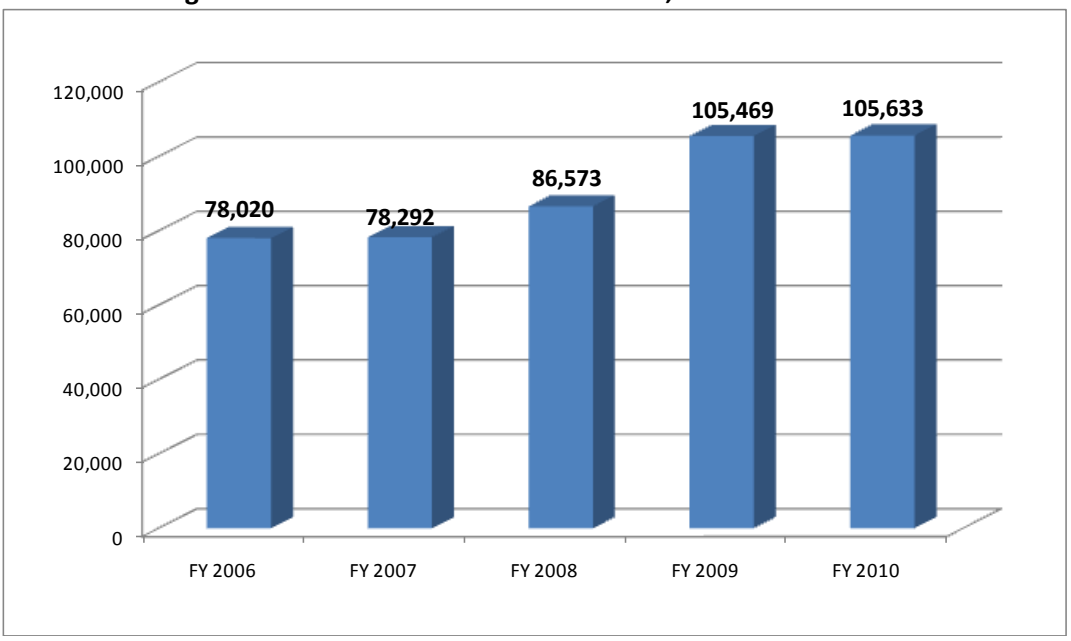


**Figure 3-7: JAUNT Annual Revenue Miles, FY 2006 – FY 2010**

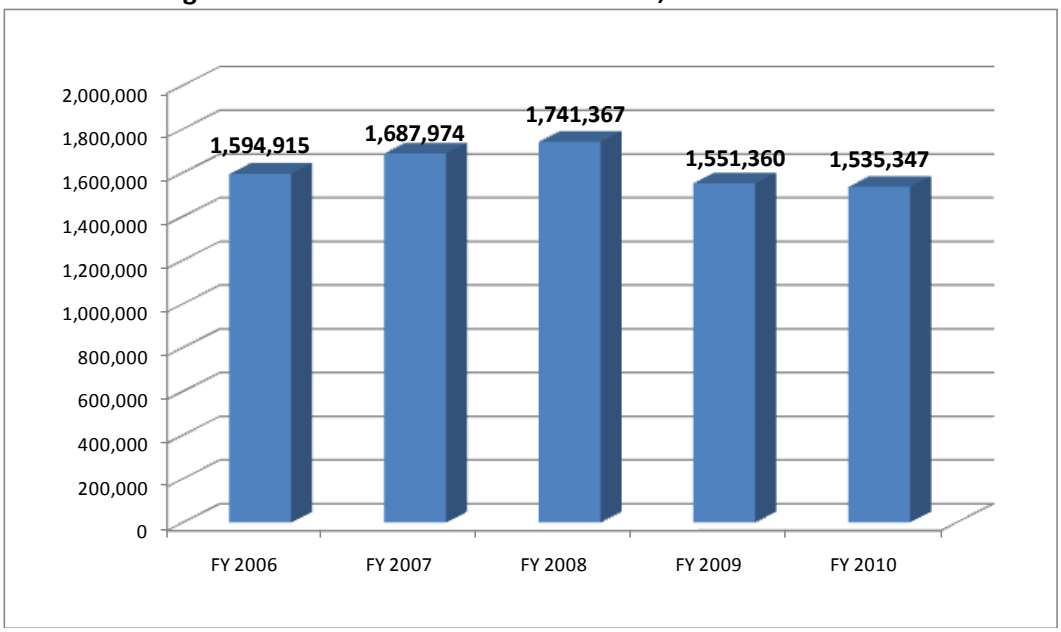
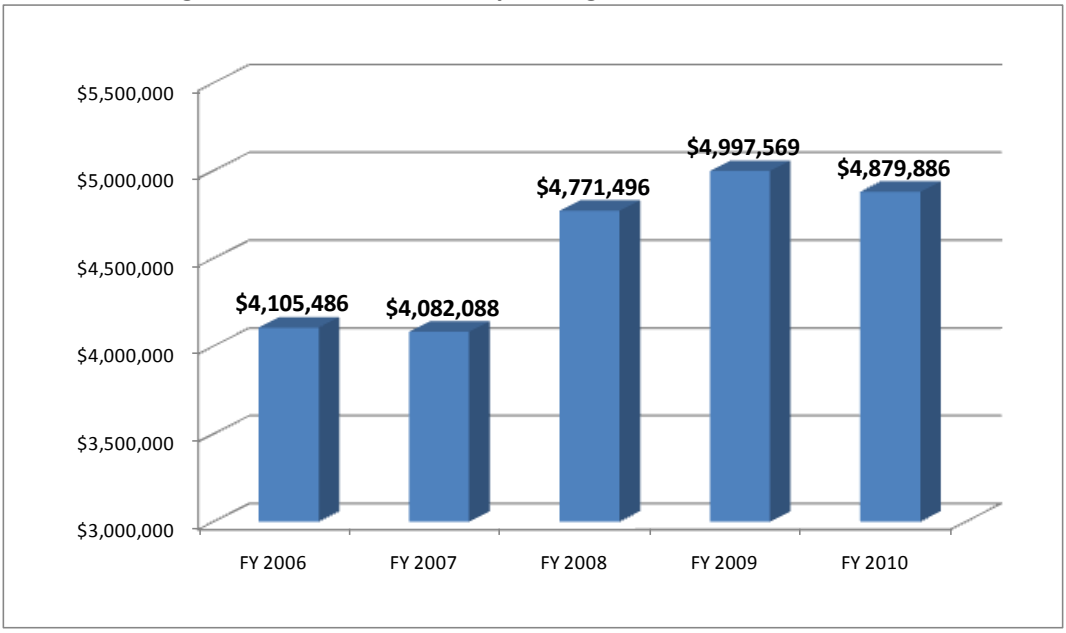



**Figure 3-8: JAUNT Annual Operating Costs, FY 2006 – FY 2010**




Three categories of performance measures derived from these service statistics include service effectiveness, cost efficiency, and cost effectiveness. Each of these categories is discussed in the sections below.

### 3.2.1 SERVICE EFFECTIVENESS

The number of passenger trips per revenue hour and passenger trips per revenue mile measure of how effectively service is provided. As shown in Figure 3-9, JAUNT's passenger trips per revenue hour remained fairly constant between FY 2006 and FY 2008, decreased in FY 2009 due to service expansions, and started increasing again in FY 2010. Passenger trips per revenue mile increased by 24% for the same period, as shown in Figure 3-10.

**Figure 3-9: Service Effectiveness – Passenger Trips per Revenue Hour**

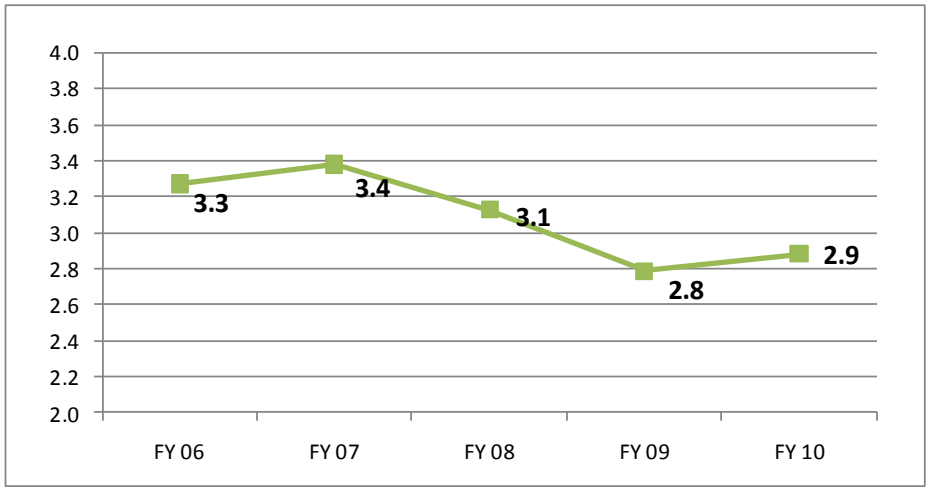
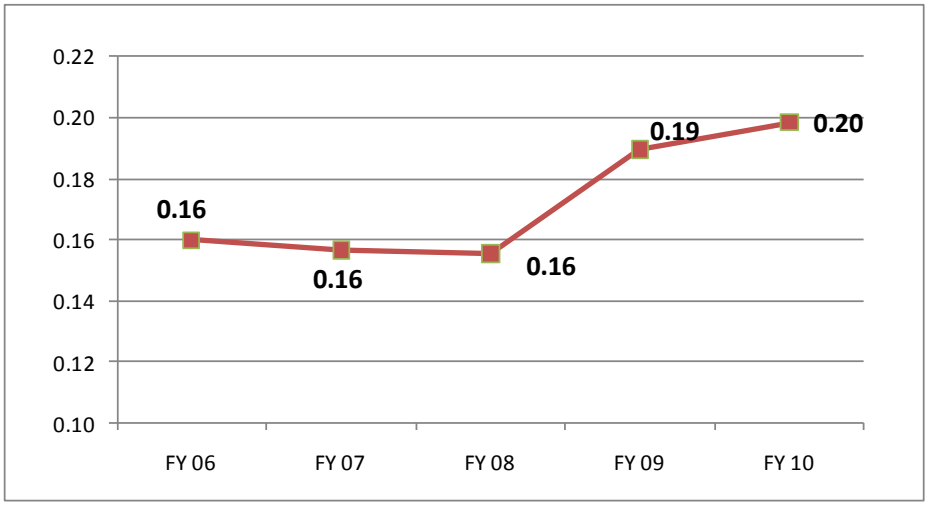



**Figure 3-10: Service Effectiveness – Passenger Trips per Revenue Mile**



### 3.2.2 Cost Efficiency

The measure of operating cost per revenue hour provides an overview of how efficiently the service is operated. Figure 3-11 shows that cost efficiency has improved for the JAUNT system in the past five years. Between FY 2006 and FY 2010, operating cost per revenue hour decreased by 12%. Gross operating subsidy per passenger trip increased sharply in FY 2008 with the service expansion but has decreased steadily since then, as shown in Figure 3-12.

**Figure 3-11: Cost Efficiency – Operating Cost per Revenue Hour**

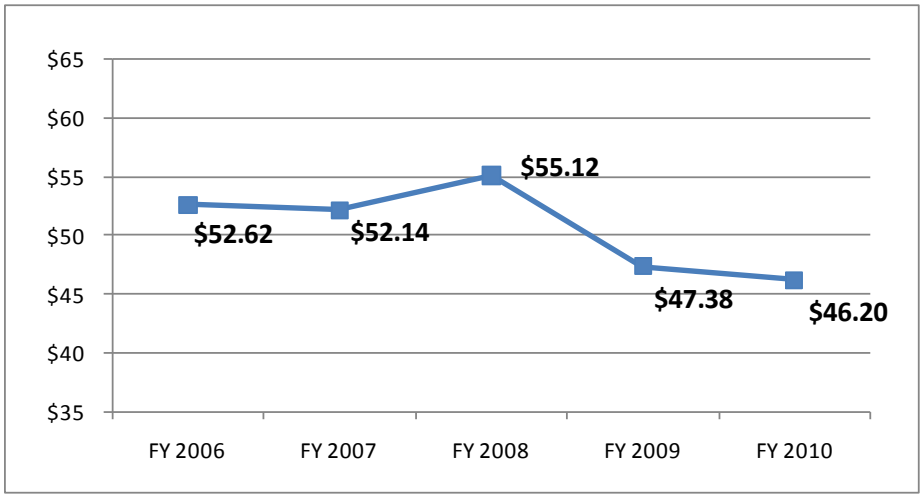
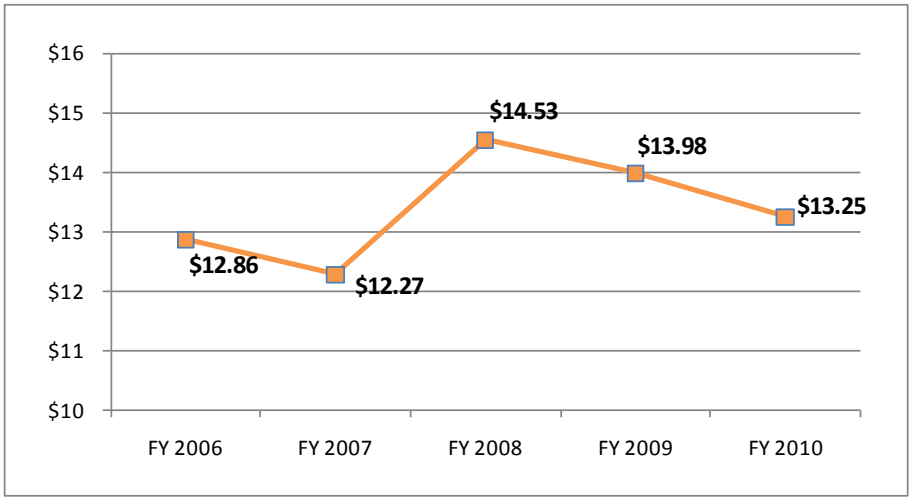


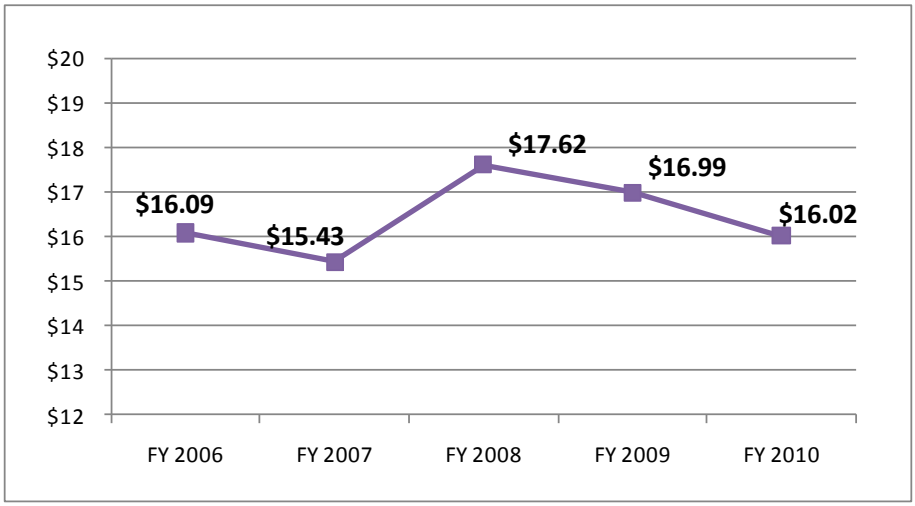

**Figure 3-12: Cost Efficiency – Gross Operating Subsidy per Passenger Trip**



### 3.2.3 Cost Effectiveness

The ratio of operations cost per passenger trip reflects how cost effectively the agency is providing the service. Figure 3-13 shows that cost effectiveness remained constant for the JAUNT system between FY 2006 and FY 2010, except for a rise in cost per passenger in FY 2008 due to expansion of services. In FY 2008, JAUNT added Saturday intracounty service in Louisa County, and started the first Buckingham route seven days a week.

**Figure 3-13: Cost Effectiveness – Operating Cost per Passenger Trip**




## 3.3 Summary of Peer System Analysis

A transit peer system analysis provides one way of evaluating various performance characteristics of a service provider to public transit systems with a similar operating environment. It can be informative for planning purposes for a transit agency to know how its service provision and financial characteristics compare with other agencies. A peer system analysis was completed to compare JAUNT's system characteristics and performance measures with several other transit systems with comparable service area and operational characteristics. The detailed peer analysis is included in this report as Appendix B.

It is important to keep in mind that each transit agency has a set of unique operating and financial characteristics that may not be evident in the peer review. For example, JAUNT is rather unique in that it provides rural demand response service and commuter routes over a multi-jurisdictional service area, as well as ADA paratransit in the Charlottesville urbanized area under contract to Charlottesville Area Transit (CAT). Additionally, there may be differences in how the data was reported from peer to peer. Given JAUNT's unique mix of service and large rural service area, finding a set of peers that provide good comparisons is particularly challenging. Every effort has been made to find peers that share similar service areas and transit environments, but no comparison can be perfect.

A few caveats are noteworthy here. While a peer analysis provides operational and financial information, other aspects of service quality are not included in this information, such as passenger satisfaction, vehicle cleanliness and comfort, and schedule adherence. Such information is typically available from an on-board survey effort, such as the one for JAUNT documented in Appendix C.

For JAUNT, primary selection criteria included the types of services provided, serving a comparable urbanized area plus multiple rural counties, and service area population density. Secondary criteria included the service area size, number of vehicles operated in maximum service, annual revenue hours, and annual revenue miles. While transit agencies in or near Virginia were preferred, the unique characteristics of JAUNT's service mix and service area required inclusion of transit agencies in other parts of the country (e.g., Texas and California).

The following six transit systems were identified as peers based on the application of the selection criteria:

- Roanoke Agency Dial-a-Ride (Roanoke, VA)
- Pee Dee Regional Transportation Authority (Florence, SC)
- Shore Transit (Salisbury, MD)
- TAPS Public Transit (Sherman, TX)
- The HOP (Killeen, TX)
- San Luis Obispo RTA (San Luis Obispo, CA)

The primary data source used for the peer analysis is the National Transit Database (NTD). The NTD is the only comprehensive source of validated operating and financial data reported by transit systems nationwide. The NTD provides the most consistent set of measurable data that can be used in a peer analysis. There is, however, some variation in how a few data items are reported from agency to agency, including service area size, service area population, and farebox revenue.

While NTD information is publicly available for transit systems receiving Urbanized Area Formula Program funds, data for transit systems that only receive Other than Urbanized Area (Rural) Formula Program funds is not. For the JAUNT peer analysis, NTD data for FY 2009 was available for all but one of the peer systems. Because of this, FY 2009 data for Roanoke Agency Dial-a-Ride (RADAR) was obtained directly from the agency, and may not conform to NTD standards.

Table 3-5 shows the six transit systems identified as peers based on the application of the selection criteria described above. It should be noted that all of the peer systems provide services characterized by the NTD as both demand response and bus modes. NTD's demand response mode typically includes ADA complementary paratransit, as well as public demand response services most often in rural areas. NTD's bus mode includes fixed route and fixed schedule services, which could be provided in either urban or rural areas.

**Table 3-5: Peer Transit System Services Selected**

| Full Transit Agency Name | Agency Abbreviation | NTD Number | Service Modes Included in Peer Analysis |
|---|---|---|---|
| Roanoke Agency Dial-a-Ride | RADAR | n/a | Demand Response; Motor Bus |
| Pee Dee Regional Transportation Authority | PDRTA | 4056 | Demand Response |
| Tri-County Council for Lower Eastern Shore of MD | Shore Transit | 3096 | Demand Response; Motor Bus |
| Texoma Area Paratransit System, Inc. | TAPS | 6107 | Demand Response |
| Hill Country Transit District | The Hop | 6091 | Demand Response |
| San Luis Obispo RTA | SLORTA | 9206 | Demand Response; Motor Bus |
| **JAUNT, Inc.** | **JAUNT** | **3,045** | **Demand Response** |

To the extent possible, the types of service comparable to JAUNT were isolated for the peer analysis, paying careful attention to the descriptions of service on each agency's website. For three of the peers (PDRTA, TAPS, and The Hop) only demand response statistics, covering ADA paratransit and rural demand response services, were included in the analysis.

However, for RADAR, Shore Transit, and SLORTA, both demand response and motor bus statistics were included. These agencies provide fixed route services in addition to ADA paratransit and rural demand response. The majority of the fixed routes operated by these three agencies provide connections between rural and urban areas, as JAUNT does. However, JAUNT's commuter route service is operated with body-on-chassis vehicles and is limited to one AM and one PM trip per route each day. Fortunately, urban fixed route services in Roanoke (VA) and San Luis Obispo (CA) are provided by separate agencies (Valley Metro and SLO Transit, respectively). Also, while Shore Transit is also the urban fixed route provider for the Salisbury (MD) area, data was available on the agency website to permit the exclusion of statistics for these urban fixed routes.

Table 3-6 shows the service area characteristics of the six transit system peers compared to JAUNT. The peer systems serve an average of five independent jurisdictions, while JAUNT serves six (including the City of Charlottesville). Key findings are summarized below:

- *Service Area Characteristics:* As shown in the table, JAUNT's service area size is 40% smaller than the peer average, and its service area population is 29% smaller than the peer average. JAUNT's service area population density is 15% smaller than the peer average, which is relatively comparable. SLORTA appears to be the most comparable peer to JAUNT based on a combination of service area size, population, and density.

**Table 3-6: Peer Service Area Characteristics**

| Agency | Service Area Characteristics | | | | |
|---|---|---|---|---|---|
| | Urbanized Area Served | Independent Jurisdictions Served | Size (Sq. Miles) | Population | Population Density |
| RADAR | Roanoke, VA | 5 | 1,828 | 332,278 | 182 |
| PDRTA | Florence, SC | 6 | 3,553 | 331,000 | 93 |
| Shore Transit | Salisbury, MD-DE | 3 | 1,177 | 164,997 | 140 |
| TAPS | Sherman, TX | 3 | 6,518 | 265,595 | 41 |
| The Hop | Killeen, TX | 9 | 8,426 | 395,300 | 47 |
| SLORTA | San Luis Obispo, CA | 2 | 3,320 | 206,008 | 62 |
| **Peer Average** | | **5** | **4,137** | **282,530** | **94** |
| **JAUNT** | **Charlottesville, VA** | **6** | **2,500** | **200,027** | **80** |

Table 3-7 presents the peer system data for the selection criteria in Report Year 2009, as well as the peer group averages. Some peer characteristics are higher than JAUNT and some are lower, but the averages qualify for analytic purposes as characteristics of the "seventh" peer system. It is important to note that the process for determining a transit system's service area and population varies from system to system, as the NTD does not specify the specific methodology to be used.

Key findings are summarized below:

- *Service Provision Characteristics:* JAUNT operated 59 peak buses, which closely approximated the peer average of 56 vehicles. JAUNT was second only to The Hop in terms of revenue hours operated; JAUNT's revenue hours were 43% higher than the peer average. With respect to revenue miles, JAUNT was slightly higher than the peer average; half of its peers operated fewer revenue miles and half operated more.

- *Annual Passenger Trips*: JAUNT reported a slightly higher number of passenger trips than the peer average; only SLORTA and Shore Transit reported more passenger trips than JAUNT.

- *Annual Operating Costs and Revenue Sources:* JAUNT's operating costs were 12% higher than the peer average; half of the peers reported lower operating costs, and half reported more. With regard to fare revenues, JAUNT's fare revenues were 24% less than the peer average, but only PDRTA and Shore Transit reported higher fare revenues than JAUNT. JAUNT's gross operating subsidy was 25% higher than the peer average, with four of JAUNT's peers receiving less in operating subsidies.

**Table 3-7: Peer Transit System Characteristics**

| Agency | Peak Vehicles | Annual Revenue Miles | Annual Revenue Hours | Annual Passenger Trips | Annual Operating Cost | Farebox Revenue |
|---|---|---|---|---|---|---|
| RADAR | 31 | 768,427 | 59,406 | 73,116 | $1,482,006 | $152,906 |
| PDRTA | 86 | 2,069,053 | 87,944 | 218,713 | $5,821,463 | $3,483,159 |
| Shore Transit | 37 | 1,652,820 | 72,466 | 368,386 | $4,581,563 | $1,840,225 |
| TAPS | 65 | 931,236 | 58,304 | 165,392 | $2,712,703 | $411,067 |
| The Hop | 90 | 1,782,853 | 115,444 | 263,083 | $6,861,359 | $313,863 |
| SLORTA | 27 | 1,313,004 | 49,555 | 581,963 | $5,234,518 | $804,620 |
| **Peer Average** | **56** | **1,419,566** | **73,853** | **278,442** | **$4,448,935** | **$1,167,640** |
| **JAUNT** | **59** | **1,551,360** | **105,469** | **294,157** | **$4,997,569** | **$886,370** |

Table 3-8 presents two vehicle utilization performance measures for the peer systems in Report Year 2009, as well as the peer group averages. Key findings are summarized below:

- *Vehicle Utilization:* In Report Year 2009, JAUNT operated 20% more revenue hours per peak vehicle than the peer average, with half of its peers operating more revenue hours per peak vehicle, and half operating less. JAUNT operated 11% fewer revenue miles per peak vehicle than the peer average. However, JAUNT operated more revenue miles per peak vehicle than most of its peers.

**Table 3-8: Peer Transit System Vehicle Utilization**

| Agency | Vehicle Utilization | |
|---|---|---|
| | Rev. Hrs. per Pk. Veh. | Rev. Mi. per Pk. Veh. |
| RADAR | 1,916 | 24,788 |
| PDRTA | 1,023 | 24,059 |
| Shore Transit | 1,959 | 44,671 |
| TAPS | 897 | 14,327 |
| The Hop | 1,283 | 19,809 |
| SLORTA | 1,835 | 48,630 |
| **Peer Average** | **1,485** | **29,381** |
| **JAUNT** | **1,788** | **26,294** |

Table 3-9 presents four service provision performance measures for the peer systems in Report Year 2009, as well as the peer group averages. Key findings are summarized below:

- *Service Supplied:* In comparison to its peers, JAUNT operated almost twice as many revenue hours and revenue miles per capita in Report Year 2009, about 25% fewer revenue hours per square mile, and 18% more revenue miles per square mile than the peer averages.

**Table 3-9: Peer Transit System Service Provision**

| Agency | Service Supplied | | | |
|---|---|---|---|---|
| | Rev. Hrs. per Capita | Rev. Mi. per Capita | Rev. Hrs. per Sq. Mi. | Rev. Mi. per Sq. Mi. |
| RADAR | 0.30 | 3.89 | 152,906 | 420 |
| PDRTA | 1.31 | 30.74 | 3,483,159 | 582 |
| Shore Transit | 1.22 | 27.81 | 1,840,225 | 1,404 |
| TAPS | 1.04 | 16.58 | 411,067 | 143 |
| The Hop | 0.69 | 10.61 | 313,863 | 212 |
| SLORTA | 0.93 | 24.54 | 804,620 | 395 |
| **Peer Average** | **0.74** | **14.15** | **1,167,640** | **343** |
| **JAUNT** | **1.29** | **19.05** | **886,370** | **621** |

Table 3-10 presents three service effectiveness performance measures for the peer systems in Report Year 2009, as well as the peer group averages. Key findings are summarized below:

- *Service Effectiveness:* The passenger trips per capita for JAUNT were 22% higher than the peer average in Report Year 2009. JAUNT's productivity in terms of passenger trips per revenue hour was 35% less than the peer average, while the passenger trips per revenue mile was similar to the peer average.

**Table 3-10: Peer Transit System Service Effectiveness**

| Agency | Service Effectiveness | | |
|---|---|---|---|
| | Pass. Trips per Capita | Pass. Trips per Rev. Hr. | Pass. Trips per Rev. Mi. |
| RADAR | 0.37 | 1.23 | 0.10 |
| PDRTA | 3.25 | 2.49 | 0.11 |
| Shore Transit | 6.20 | 5.08 | 0.22 |
| TAPS | 2.94 | 2.84 | 0.18 |
| The Hop | 1.57 | 2.28 | 0.15 |
| SLORTA | 10.88 | 11.74 | 0.44 |
| **Peer Average** | **2.78** | **4.28** | **0.20** |
| **JAUNT** | **3.61** | **2.79** | **0.19** |

Table 3-11 presents two cost efficiency performance measures for the peer systems in Report Year 2009, as well as the peer group averages. Key findings are summarized below:

- *Cost Efficiency:* JAUNT's operations cost per revenue hour in Report Year 2009 was 22% lower than the peer average; only RADAR and TAPS operated more cost efficiently than JAUNT based on this measure. JAUNT's operations cost per revenue mile was slightly higher than the peer average, with RADAR, PDRTA, Shore Transit, and TAPS outperforming JAUNT.

**Table 3-11: Peer Transit System Cost Efficiency**

| Agency | Cost Efficiency | |
|---|---|---|
| | Oper. Cost per Rev. Hr. | Oper. Cost per Rev. Mi. |
| RADAR | $24.95 | $1.93 |
| PDRTA | $66.20 | $2.81 |
| Shore Transit | $63.22 | $2.77 |
| TAPS | $46.53 | $2.91 |
| The Hop | $59.43 | $3.85 |
| SLORTA | $105.63 | $3.99 |
| **Peer Average** | **$60.24** | **$3.04** |
| **JAUNT** | **$47.38** | **$3.22** |

Table 3-12 presents three cost effectiveness performance measures for the peer systems in Report Year 2009, as well as the peer group averages. Key findings are summarized below:

- *Cost Effectiveness:* JAUNT's operating cost per passenger trip in Report Year 2009 was 8% lower (or better) than the peer average, with Shore Transit, TAPS, and SLORTA outperforming JAUNT. JAUNT received a very similar amount of subsidies per passenger trip compared to the peer average. JAUNT's farebox recovery ratio was 25% lower (or worse) than the peer average. However, PDRTA and Shore Transit were both outliers from the rest of the peers for this measure. System to system variations in what is included in fare revenues and the presence of funding partners may account for the high fare revenues reported by these two systems. PDRTA is quite unusual in that 60% of its financial support comes through contracts and fares, which are reflected in fare revenues. Similarly, Shore Transit has a number of voucher programs and private partners whose contributions are reported under fares. Other than these two systems, JAUNT had a higher farebox recovery ratio than the rest of its peers.

**Table 3-12: Peer Transit System Cost Effectiveness**

| Agency | Cost Effectiveness | | |
|---|---|---|---|
| | Oper. Cost per Pass. Trip | Oper. Subsidy per Pass.Trip | Farebox Recovery |
| RADAR | $20.27 | $18.18 | 10% |
| PDRTA | $26.62 | $10.69 | 60% |
| Shore Transit | $12.44 | $7.44 | 40% |
| TAPS | $16.40 | $13.92 | 15% |
| The Hop | $26.08 | $24.89 | 5% |
| SLORTA | $8.99 | $7.61 | 15% |
| **Peer Average** | **$18.47** | **$11.78** | **24%** |
| **JAUNT** | **$16.99** | **$13.98** | **18%** |

## 3.4 SUMMARY OF ON-BOARD SURVEY ANALYSIS

JAUNT conducted its annual onboard rider survey over a one week period from October 18 through October 22, 2010. Overall, the results of the 2010 ridership survey are consistent and positive.

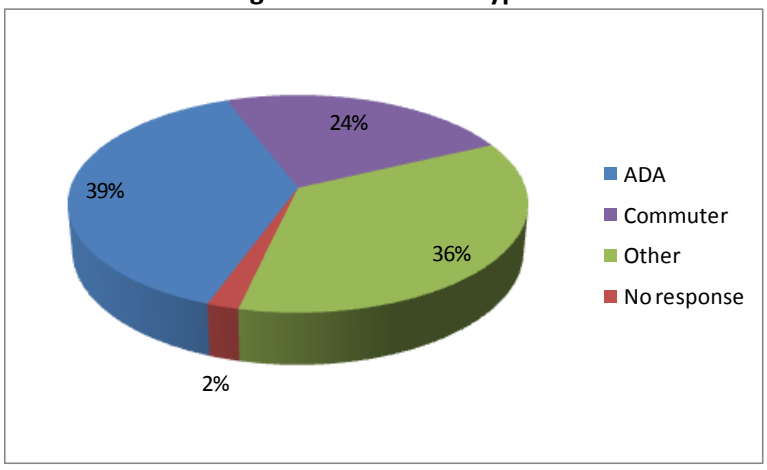
Surveys were distributed to passengers by drivers as they boarded, and the survey was self-administered and either given back to a driver upon completion or mailed in directly to the main office. Passengers were also given the option of completing a survey over the phone with the Community Relations & Education Manager. Each driver was given ten surveys to distribute to passengers. This method assures that each county was represented and increases the likelihood that each run would be reached.

The survey instrument was created by JAUNT staff based on surveys conducted in the past to ensure consistency of data over time. Most questions included check box responses, but open space was provided at the end for comments and suggestions. The survey included questions about:

- The quality of JAUNT's service, such as promptness, safety, cleanliness, pricing, and on-time performance;
- The rider's trip, including the trip purpose, frequency of ridership, and whether the rider has other transportation available to them; and
- Demographic information about the rider, including city/county of residence, age, race, household size, and income.

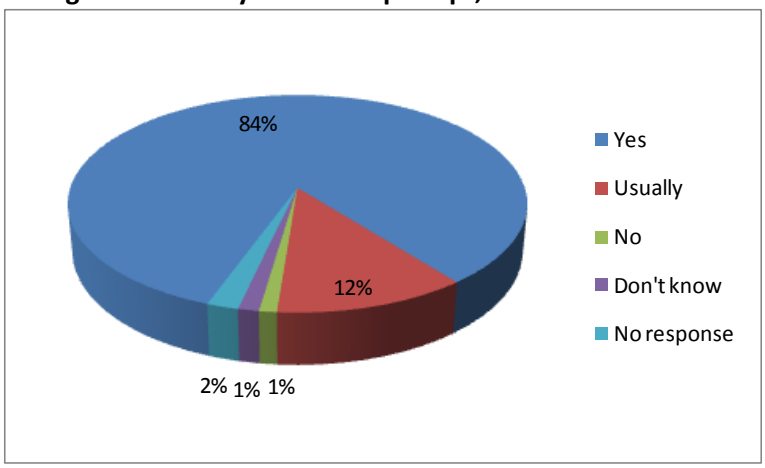
A total of 463 surveys were returned: 179 were from ADA passengers, 110 were from commuter route passengers, and 165 were from rural demand response and agency passengers, as shown in Figure 3-14. This section summarizes the results of the survey; complete responses and comments can be found in Appendix C.

**Figure 3-14: Service Type**



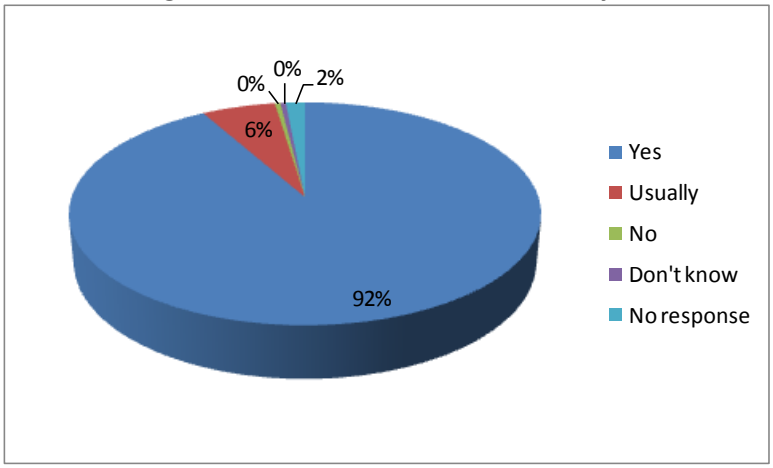
The feedback from respondents on the quality of JAUNT's service was very positive, overall. More specifically, more than 80% of respondents felt that they receive prompt, courteous service (see Figure 3-15), the vehicles are clean and comfortable, and JAUNT gets them where they need to go. A total of 90% said they feel the service is reasonably priced.

**Figure 3-15: Do you receive prompt, courteous service?**



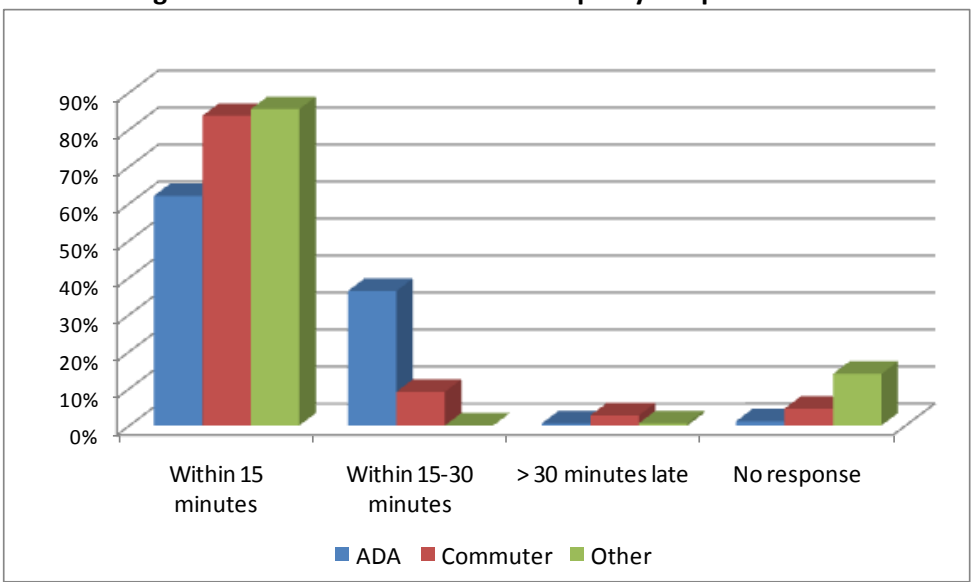

With regard to drivers, 92% of respondents felt that JAUNT drivers drive safely (see Figure 3-16), 89% said that drivers insist that riders wear their seatbelt, and when asked whether the drivers provide assistance when needed, 83% of respondents answered "Yes."

**Figure 3-16: Do the drivers drive safely?**



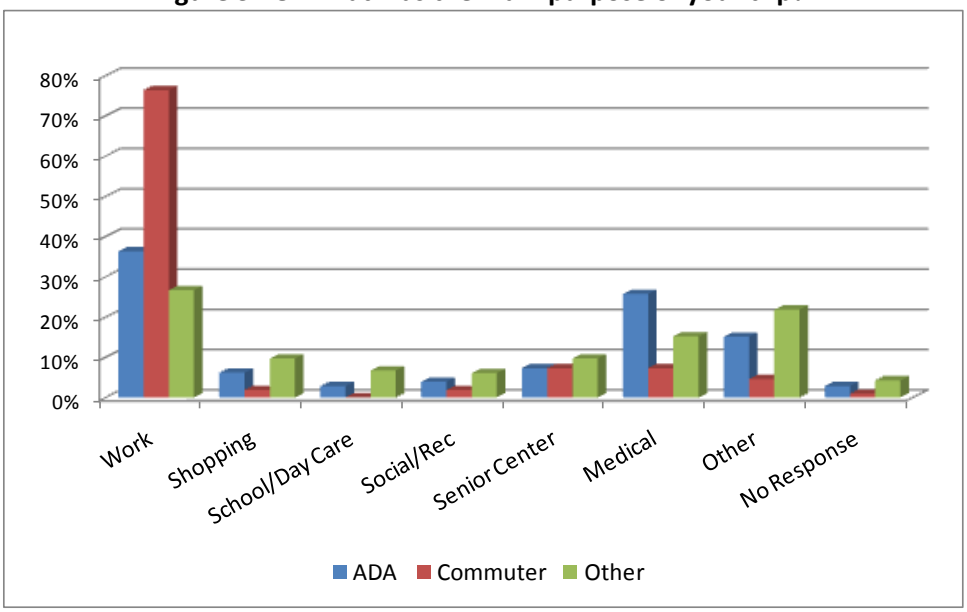

Overall, only 68% said they are picked up on time (defined as usually within 15 minutes of the scheduled time). Figure 3-17 shows the breakdown of the responses to this question by service type. The survey results indicate that commuter trips and other trips were the most likely to arrive within 15 minutes of the scheduled time (over 80%). Responses for ADA trips indicate that 62% of respondents were picked up within 15 minutes of the scheduled time, while 36% of respondents were picked up within 15 to 30 minutes of the scheduled time.

**Figure 3-17: Does the JAUNT vehicle pick you up on time?**



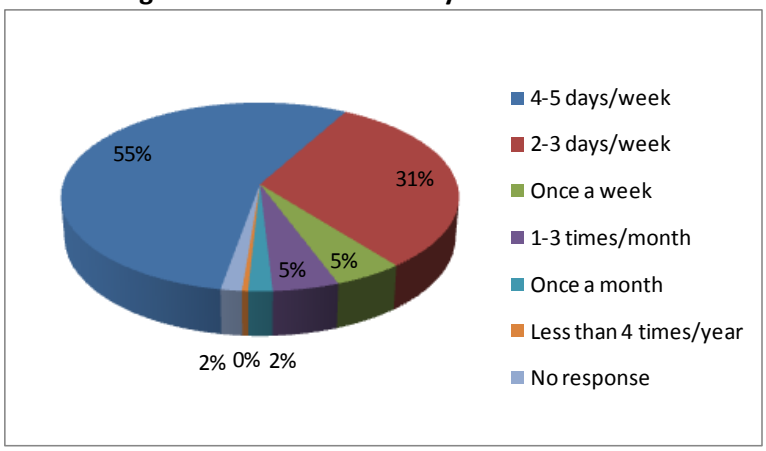

Respondents indicated they use JAUNT to make a wide variety of trips, the most common ones being for work or volunteering (43%) and to go to a doctor/dentist/hospital (17%). Figure 3-18 presents the results separated by service type. Of commuter trip respondents, 76% selected work, as would be expected, but medical and senior center were each selected by 7% percent. ADA trips were mainly for work or volunteering (26%) or to go to a doctor/dentist/hospital (26%). Other trips were somewhat more evenly split among the trip purposes, but work still topped the list at 27%.

**Figure 3-18: What was the main purpose of your trip?**



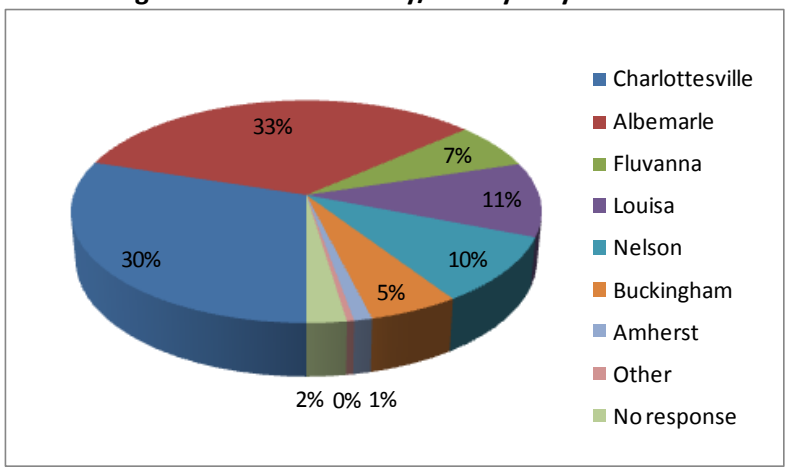
Most respondents indicated they ride JAUNT several days per week, with 55% answering 4 to 5 days per week and 31% answering 2 to 3 days per week, as shown in Figure 3-19. Only 7% of respondents said they rode less than once a week.

**Figure 3-19: How often do you ride JAUNT?**



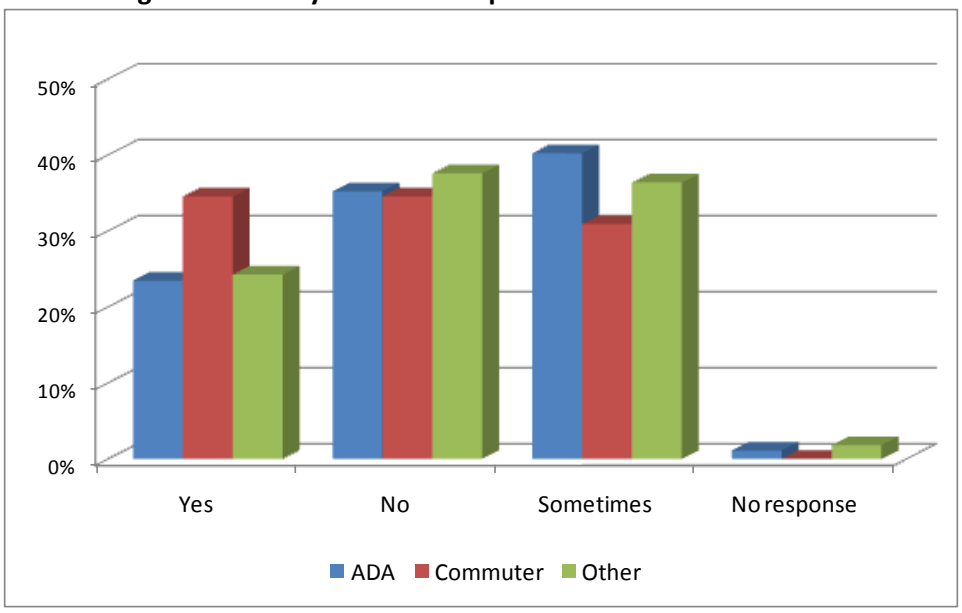

When asked where they live, the majority of respondents indicated Albemarle County (33%) or Charlottesville (30%), as shown in Figure 3-20. These were followed by Louisa County (11%) and Nelson County (10%).

**Figure 3-20: In which city/county do you live?**



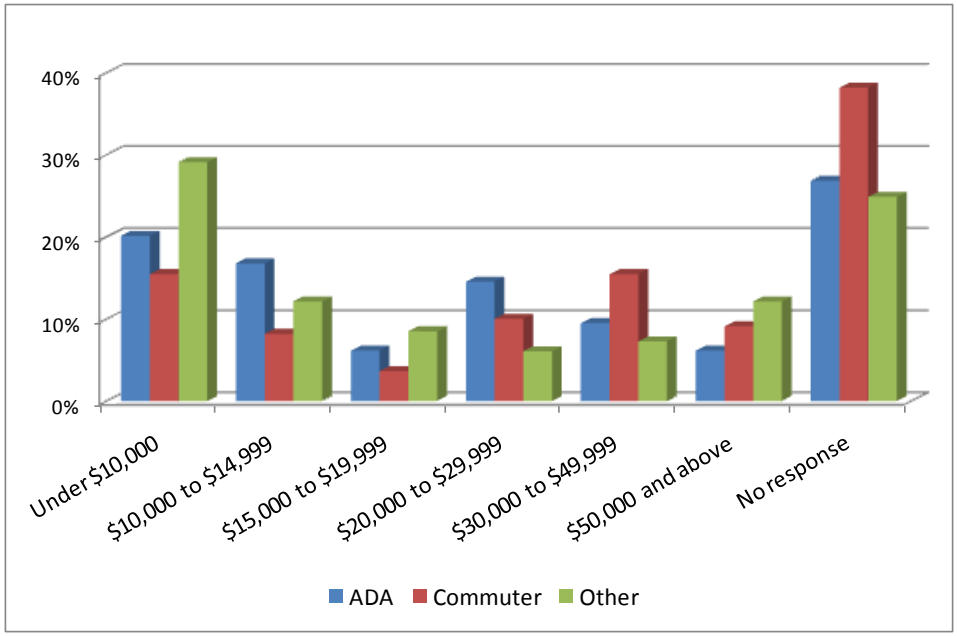

When respondents were asked if they had any transportation other than JAUNT, "Sometimes" was the most common response (37%), followed closely by "No" with 36% of the responses. Results by service type are presented in Figure 3-21. When looking at access to other transportation options, survey results reveal that commuter route respondents are most likely to have transportation other than JAUNT at 35%, compared to ADA and other trip respondents at approximately 25%. This confirms that many of the commuter route riders have other means of transportation and still choose to ride JAUNT.

**Figure 3-21: Do you have transportation other than JAUNT?**



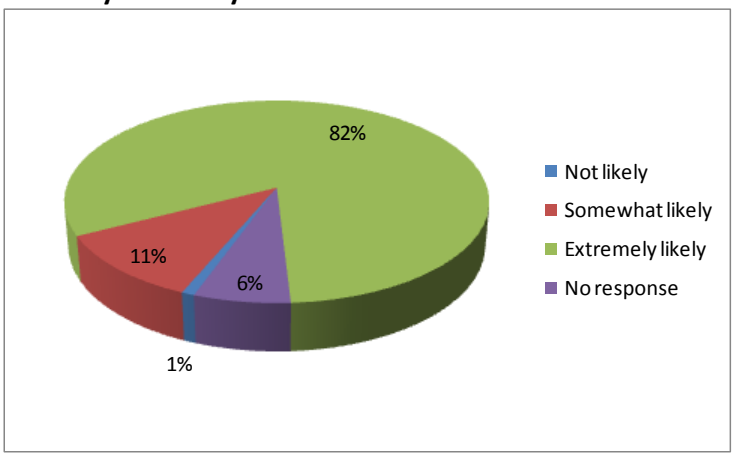

Demographic information collected about JAUNT passengers shows a significant proportion of the customer base is elderly (32%) or disabled (56%). Only 71% of the respondents provided their household income. Among those that responded, 59% indicated a household income of less than $20,000 per year. Figure 3-22 shows the breakdown by service type, which shows that ADA and other passengers were more likely to have lower incomes than commuter route passengers.

**Figure 3-22:**
**Combined Yearly Household Income**



The final checkbox question on the survey asked how likely the respondent is to recommend JAUNT to a friend, to which 93% of respondents responded they are extremely likely or somewhat likely to recommend JAUNT (see Figure 3-23). This question gets to the real test of a service agency; whether you would give a personal, positive referral about JAUNT. To that, JAUNT's passengers gave a resounding "Yes!"

**Figure 3-23:**
**How likely is it that you would recommend JAUNT to a friend?**




## 3.5 2010 Agency Transportation Evaluation Survey

JAUNT traditionally conducts an Agency Transportation Evaluation Survey each fall. It provides a vehicle to hear directly from the agencies served. Whether it is the comments of the direct care staff working directly with drivers and passengers, or the Executive Directors themselves, their opinions and ideas are essential to the growth and development of JAUNT. In 2010 JAUNT utilized an online survey format, providing paper surveys by request. In total, 27 surveys were completed which represents a significant drop from last year's high of 52. In 2009 several of the larger agencies, Region 10 in particular, sent the survey out to a large number of direct care staff so they could provide their feedback; this did not occur this year.

The results from this survey correlate very well with the 2010 Ridership Survey. It validates that the positive feedback received from the passengers is consistent with the experience of the agencies as well. Once again, the most significant result from the survey is that JAUNT continues to provide an excellent service to agencies in Central Virginia. In most of the service areas that were rated, the combined total of Good and Excellent responses was consistently 90% or higher.

JAUNT continues to attract and keep agencies over time. 89% of those responding had been using JAUNT for 10 or more years. The ratings were not based on an occasional experience with JAUNT, but rather an ongoing and lengthy experience with our service.

One of the most important areas of this year's survey was the questions that addressed unmet needs and future plans and development. This information helps JAUNT plan for its future, looking to expand in order to fulfill growth opportunities through grant writing and budget negotiations. Of special note

was the question: Please tell us of any changes in your agency that you foresee in the next 5 years that may affect your transportation needs. Larger wheelchairs, expanding Medicaid population and corresponding LogistiCare service growth, Martha Jefferson Hospital's move to Pantops and a possible change of location for the Senior Center are just some of the challenges that lie ahead for JAUNT.

Of particular interest were the agencies' responses to the following question: Would you recommend us to another agency? The answer to that is a resounding 100% Yes!

## 3.6 Summary of Stakeholder Outreach Efforts

Input was solicited from key stakeholder groups within the JAUNT service area about the adequacy of existing service, and improvements and expansions in the future. The following stakeholders provided comments:

- Louisa Resource Council
- Fluvanna County agency stakeholders
- Nelson County agency stakeholders
- Charlottesville/Albemarle agency stakeholders
- Charlottesville Area Transit
- Thomas Jefferson Planning District Commission
- Commonwealth Regional Council
- Albemarle Board of Supervisors
- Louisa County Planning
- Wintergreen Resort
- International Rescue Committee

Stakeholder comments and suggestions are summarized below. For detailed notes from each interview, see Appendix D.

Potential Future Expansion Suggestions

The fastest growing areas in the short and long term are Louisa and Fluvanna Counties – population is expected to double in 20 years. Albemarle County is not as rapid in rate but due to the size there will be significant growth. Population has been growing by about 1,000 persons per year. Other than some vacant properties being developed in Charlottesville, growth is generally in the urban ring outside the city. Growth has been impacted by the recession but there are still a number of projects on the drawing board. One of the biggest residential projects, Biscuit Run, has fallen through. Greene County has steady sustained growth, and there is little growth in Nelson County. As Fluvanna County continues to grow, development may eventually spill over into Buckingham County.

Important outcomes of the TDP emphasized by stakeholders include:

- Positioning JAUNT for more funding in the future
- Articulate to DRPT the capital assets that need to be acquired to maintain or expand service

- A deviated fixed route as a shuttle service between Louisa and Mineral to serve all types of trips – commuters, shopping, services etc – to relieve congestion on Route 22
- Increasing service frequency in strategic corridors
- Connecting secondary destinations with a network of cross-jurisdictional routes
- Better connections with other local transit systems

Other potential service expansions in Albemarle County and the Charlottesville urbanized area could include:

- Expanding service in the Route 29 corridor
    - Defense Intelligence Agency will add 1,000 employees in six months, and defense contractors are expected to lease space in the University Research Park, which is 550 acres planned for light industrial and commercial uses.
    - Albemarle Place at US 29 and Hydraulic Road is anticipated to break ground in six months and is planned as an 800,000-square foot mixed-use development, including 600 housing units, a theater, and retail. CAT may modify an existing route to serve Albemarle Place, ideally with a funding partnership with the County.
    - North Pointe is another planned mixed-use development approved for 500,000 square feet including 600 housing units in the northeast quadrant of Airport Road and US 29.
    - Hollymead Town Center area behind the Target and Kohl's is being built now and there is existing demand at Walmart/Sam's Club.
- Increased service to Pantops when Martha Jefferson Hospital relocates along with doctors' offices, and demand for IRC employees at hotels east of Charlottesville
- Serving areas just beyond CAT routes - there are lots of apartments and married student dorms, housing foreign residents/students, in particular near Farmington Country Club/Boar's Head
- Serving increased demand by UVA students/employees – UVA may add 1,400 extra students with corresponding growth in employees, and Fontaine Research Park, which is associated with UVA, will add an additional 300,000 square feet
- Providing commuter service from Crozet to Charlottesville – the Old Trail mixed-use development between Route 250 and downtown Crozet (about a mile from I-64) will have over 1,000 housing units
- Serving new park and ride lots once the hurdle of insurance is surmounted
- Serving Waynesboro as a new origin point
- Service from Martha Jefferson Hospital on weekends for discharge patients
- Operate JAUNT on holidays, with reservations made two weeks in advance
- (long-term) Serving Afton near the Nelson/Albemarle line - the artsy dispersed community with a wine/beer tourism economy is growing and more housing can be expected here in the future
- (long-term) ADA service in conjunction with new fixed route services along Route 29

Other potential service expansions in Louisa County could include:

- Extending the existing route to connect to Gum Springs – park and ride lot, and residential areas
- Serving the Short Pump shopping center
- Better connections to Gordonsville – for Louisa/Mineral residents who work at Klockner Pentaplast, and connections to TOOT
- Serving the increasing number of commuters to Charlottesville and Richmond in the next six years
- Serving the Lake Anna area as jobs increase here in the next six years
- Serving Ferncliff business park which is conceived to be a lower priced area (compared to Charlottesville) with good access from I-64
- Connecting new developments including an age-restricted community in Mineral (300 units) and Countryside, a subdivision in Louisa (100 units)
- Serving increased demand at the power plant, the biggest employer in Louisa County, after expansion that will result in a peak of 3500 new jobs over the 12-year construction period, 750 of which will be permanent jobs
- (long-term) Increased service to Zion Crossroads as an origin for commuters to Charlottesville and adding service as a destination for commuters and shoppers from other areas such as from Lake Monticello, Palmyra, Albemarle County, and Louisa
- (long-term) Adding service in the Lake Anna area as it expands and there are more seniors living there year-round who need access to shopping and services

Potential service expansions in Nelson County could include:

- Serve Afton and the Route 151 corridor in Nelson County for work related trips
- Add more buses to combat the very long trip times
- Service from Nelson County to Amherst, Waynesboro, and Lynchburg
- Serve all of Nelson County with demand response service, not just the central part of the County
- As employment in Nelson County grows, evening and weekend service for service industry jobs will become an issue
- As the Nelson County Food Pantry service grows, another bus will be needed
- Eventually, expand midday service to Charlottesville to five days a week
- Expanding geographic coverage is more important than additional frequency

Potential service expansions in Fluvanna could include:

- Providing midday service from Fluvanna County to Charlottesville 5 days a week, as well as an intracounty “route” on certain days (Wednesday is the Health Department Clinic day). Key locations are the Health Department and Court and Court Services in old town Palmyra. JAUNT is gaining popularity in Fork Union.

- Later evening service for getting to and from work, at least until 10 or 11 p.m.
- Focus service on large employers, like Walmart and other employers at Zion Crossroads

Potential service expansions in other areas could include:

- Additional service from Waynesboro for Wintergreen employees and for guests traveling from Charlottesville to Wintergreen, especially UVA students on weekends
- More reverse commutes for IRC clients as agricultural employment opportunities increase in Nelson and Albemarle Counties. Night shifts and Sundays would be a real challenge, along with keeping fares affordable compared to income of IRC clients.
- Modifications to Wintergreen routes, since demand is likely to grow in Charlottesville and shrink in Nelson County. Employees may need to go to Wintergreen in the winter and Shenandoah National Park (lodges/restaurants at Big Meadows and Skyland) in the fall, and stay in a dormitory in the park but come back into Charlottesville a couple of times a week to shop and see their families. There is a possibility of meeting transportation from the park halfway in Ruckersville.
- Serving the work release programs at the two area jails (Verona and Charlottesville-Albemarle Regional) which have 50-70 persons each
- Serving out-commuters from Buckingham/Commonwealth PDC area to Charlottesville, Richmond and Lynchburg
- Intracounty service as employment and senior services grow in Orange County
- Increasing the service area to give more people access to more destinations
- Doing more of the kind of routes JAUNT operates if dialogue on regional transit continues

<u>JAUNT's Strengths and Challenges:</u>

Stakeholders identified the following as JAUNT's strengths:

- Drivers are reliable, well-trained, professional, responsive and caring
- Office staff are great, too
- Good record of on-time performance
- Buses highly visible in the Charlottesville area – visibility may be lower in rural areas
- Great reputation in the local media
- Meets the need of seniors & transit dependent persons
- Fares are reasonable
- Commuter routes are successful
- Positive working relationships and communication with all clients and jurisdictions they serve
- Flexibility and willingness to set up an arrangement that works for clients (at an appropriate cost) and iron out challenges
- Incredibly well-administered and competent – there are no complaints about services or staff

- Very good at assessing how well they're doing
- Very good at explaining requests and presenting funding opportunities to the JAUNT Board
- Meets the need of seniors & transit dependent persons
- Fares are reasonable
- Commuter routes are successful
- Fluvanna Express and Wellness Wheels much appreciated

Stakeholders identified the following as JAUNT's challenges:

- Do not communicate with/educate the public about their range of services as well as they could, particularly in the rural areas
- There could be a better understanding that JAUNT ADA service is for CAT
- Many people don't know about JAUNT
- Misconception that JAUNT is only for seniors
- Confusion about differences in fares & service hours
- Lack of signage and bus stops/bus shelters
- Keeping fares affordable
- Need to do more marketing/education about services
- Inadequate brochure graphics/maps to explain the routes and service areas
- Can get to work, but can't get back home
- Need more funding to be able to meet needs
- Making sure rural funding only goes to rural services
- Competing priorities for funding at county-level
- Bus schedules cannot be changed as often as needed by Wintergreen
- Coming up with vehicles and drivers to meet demand by employees working late shifts and on weekends
- Occasional communication lapses when a bus was late or not functioning
- Competing priorities for funding - there are fewer people in the County lobbying for more transit than in the City
- Almost built-out at their facility
- May make sense to eventually have a base of operations at a different location
- JAUNT cannot accommodate a stop to drop off kids to a daycare before going to work
- Clients don't know they can ask drivers to assist them between the entryway and the vehicle
- More options for fare payment, such as passes

Integration of JAUNT Service with Local Planning

The United Jefferson Mobility Plan (UnJAM) 2035 is the long range transportation plan (LRTP) for the Charlottesville-Albemarle Metropolitan Planning Organization (MPO), and was adopted in May 2009. While the current plan does incorporate rural and urban transportation topics, the main focus was the City of Charlottesville and urbanized areas of Albemarle County. The Regional LRTP, prepared in 2007-2008, is focused on the rural areas of the planning district. Both address transit goals, objectives, and action items. The Rural Technical Committee has representatives from the five rural members as well as JAUNT and VDOT.

The Thomas Jefferson PDC is currently working with VDOT to develop a Rural Long Range Plan (RLRP) for the region, as part of a statewide initiative to create regional rural plans that complement those in the metropolitan areas of the state. A primary function of the RLRP is to coordinate state and regional transportation priorities to ensure that future resources are allocated accordingly. While the RLRP lacks a fiscally constrained project list, it is intended to help identify priorities for funding.

The Thomas Jefferson PDC is working on transportation planning with Fluvanna and Nelson counties to update their comprehensive plans. Louisa County adopted its comprehensive plan last year. Charlottesville and Albemarle County will update their plans in parallel with Thomas Jefferson PDC's plan, a process that began in April 2011.

JAUNT does a good job of communicating with the Louisa County Board of Supervisors. The Board is very supportive of JAUNT and recognizes the need for their services. Staff has a cooperative relationship with JAUNT and share information and advice.

The Commonwealth PDC has interacted with JAUNT on the Human Services Mobility Plan. The PDC receives funds from VDOT and a technical committee meets regularly. JAUNT participates when transit is discussed. The PDC works more with JAUNT than any other transit provider in its region.

A Regional Transit Authority has been contemplated, but difficulties with rolling in JAUNT would include JAUNT's organizational model and service area. Currently, JAUNT gets pass-through federal assistance from CAT along with a local match. JAUNT gets more county funding than CAT. There is no written contract between JAUNT and CAT.

## 3.7 Future Needs Identified by JAUNT Board

At its January 12, 2011 meeting, the JAUNT Board identified the following future needs:

- Increased service if gas prices increase
- Define service area better and consider expanding jurisdictions served
- Connecting residents of Nelson and Buckingham Counties to Lynchburg and Amherst
- Work with all local planners to ensure access for JAUNT
- Satellite office
- Stay current with technology

- Service from Louisa to Richmond (McGuire Veterans Hospital & commuters)
- Human resources
- Review disaster plan
- Better access to new Martha Jefferson Hospital
- Mobile reservations and dispatch for disasters

## 3.8 Recent Public Transportation Needs Assessments and Plans

### 3.8.1 Buckingham County Public Transportation Needs Assessment

In late 2010, JAUNT completed a public transportation needs assessment for Buckingham County as part of the New Freedom Mobility Management Program. The report is designed to highlight ways that the Buckingham County government and agencies working within the county might collaborate to improve transportation.

The report documents the services provided by various human-service agencies and what transportation issues are involved. Because many agencies are based in Farmville or other places outside Buckingham County, it can be difficult for residents without their own transportation to access the services they need. Through working with staff at human service agencies that serve the county's most disadvantaged residents – whether due to disabilities, mental health issues, job losses, or lack of education – this process captured a representation of transportation needs.

The items that follow are potential solutions for Buckingham County to consider over both shorter and longer term timeframes to improve public transportation for the community:

- An Interagency Council is needed to improve transportation coordination between different human service agencies in the area.

- Travel Demand Management (TDM) strategies could be implemented to help reduce transportation costs for participants and to find rides to work for people who do not have their own transportation. Buckingham County should work with partners in Farmville to identify the best way to provide TDM services in the area.

- A One-Call Center could serve all transportation providers in the Farmville area to maximize the use of existing transportation resources. The center could serve SVCC and Middle College students, Crossroads CSB clients, and unemployed individuals needing to access the Virginia Employment Commission, etc.

- A Demand-Responsive Connector/Feeder Bus could connect to existing JAUNT and Piedmont Area Transit routes to help residents without access to personal vehicles to get to the nearest bus stop without requiring longer rides for other passengers. Because the feeder would require a transfer, it could add complexity for riders. A one-call transportation center could simplify the process and would be a good complement to this service. The following rider types could benefit:
    - Middle College students to and from Cumberland (using PAT)
    - Clients of Crossroads CSB and STEPS (PAT)
    - Clients of DRS and workforce agencies who want to work or interview but have no transportation (JAUNT and PAT)
    - Individuals commuting to work (JAUNT and PAT)

- Midday service from Buckingham to Charlottesville could be provided for shopping and medical trips. The service would pick up and drop off at locations by request from Buckingham to Charlottesville, and would have established arrival and departure times in Charlottesville. When possible, it would provide door-to-door service for transit-dependent Buckingham residents.

- Intracounty Service could be provided to Buckingham residents to visit friends, shop, dine, and go to the doctor within the county. Demand-response, door-to-door public transportation within Buckingham County could give transit-dependent residents the freedom to make these trips while providing another transportation option for non-transit-dependent residents. Another option is to create services that operate on a regular schedule on a set path but with deviations allowed within a zone. A Dillwyn-focused shopping shuttle could operate from different areas in Buckingham at different times or on different days.

- Two potential changes to PAT Service could benefit Buckingham residents. The first is an additional trip from Farmville to Buckingham in the late afternoon. The current PAT schedule has a bus leaving downtown Farmville just after 5 p.m. that returns to Blackstone. If that bus could instead return to the six PAT stops in Buckingham, it would give residents an opportunity to commute to full-time jobs in Farmville using PAT, arriving in town by 7:30 and leaving by 5. Another PAT service enhancement would be to add service between Buckingham and Cumberland two days a week to meet the needs of the Middle College. The least expensive improvement might be for the run that begins in Farmville at 1 p.m. to instead begin in Cumberland around 12:25 p.m. two days a week, and then travel to Farmville by 1 p.m. and on to Buckingham.

- A volunteer transportation network may be able to serve trips that do not work well on public transportation, such as multi-stop errands. With a sufficient number of dedicated volunteers – and including those willing to arise early each morning – the feeder service described above

could be operated by volunteers at a lower cost than public transit. There are a number of issues and challenges involved in initiating volunteer transportation services.

- Commuter service to Farmville could be operated at least five days per week. Because of the PAT transit service's indirect route and limited hours, it does not work as well for commuters as for people involved in sheltered workshops or going to dialysis. A further improvement would be to initiate one or more "express" daily commuter trips between Buckingham and Farmville without detouring through Cumberland County. This could include direct service to Longwood University in order to appeal to faculty, staff, and commuting students.

- Service to Richmond and Lynchburg could be offered once or twice a month for occasional travel to these cities. Passengers would likely need to arrange their appointments around which day transportation is available.

- Evening and Weekend Service could be viable but should be longer-term priorities. Service would especially benefit people working nontraditional schedules, taking evening classes, or participating in support groups. Residents who work during the week and rely on public transportation might need to make personal and shopping trips on Saturdays. Sunday service would benefit churchgoers, but it would be especially challenging to provide service to multiple churches around the county without using multiple buses.

### 3.8.2 Thomas Jefferson PDC Coordinated Human Service Mobility Plan

This plan was completed in June 2008, and covers Albemarle, Fluvanna, Greene, Louisa, and Nelson Counties and the City of Charlottesville. The plan is summarized below.

Details of Needs

Trip Purpose

- Expanded transportation options for non-Medicaid funded medical trips.
- Transportation to access job opportunities that require evening and weekend shifts.
- Expanded transportation options for people with disabilities for recreational trips.

Time

- Weekend transportation service in rural areas of the region, especially for work-related trips.
- Transportation services that do not require advance notice and are available for spontaneous trips.
- Expanded same-day transportation services.
- Increased service to reduce customer ride time.

Place/Destination

- Expanded transportation services in rural areas.
- Expanded transportation services to medical facilities areas.
- Additional services that cross jurisdiction lines.
- Expanded access to after school programs.

Information/Outreach

- Improved dissemination of information on available transportation services.
- Greater outreach regarding vanpooling opportunities.
- Increased outreach to human service providers on available transportation services.
- Improved branding of transportation services for getting information out to the public and to help clear up misperceptions regarding public transit.

Travel Training/Orientation

- Attendants or escorts to provide assistance as needed.

Other

- Limited local funding for providing service in outlying service areas of the region.
- Medicaid-funded transportation not coordinated with other transportation services.
- Overall shortage of providers, both private and public. No private taxi service available in certain rural areas of PDC region. Programs needed that help potential providers with information on how to start up private transportation ventures.
- Cost for providing some trips in rural areas is very high, and therefore fares for customers may be cost prohibitive.
- Re-examine MR waiver unit billing—specifically JAUNT (Charlottesville).
- Federal charter regulations potentially a huge stumbling block.
- Medicaid reimbursement rate (not enough for smaller transit providers).
- Greater safety training and oversight, including improved training of drivers in wheelchair assistance techniques.
- Improved waiting areas for bus stops, including shelters, lighting, trash cans, and amenities.

<u>Identified strategies</u>

1. Continue to support capital needs of coordinated human service/public transportation providers.
2. Expand availability of demand-response service and specialized transportation services for people who need mobility options.
3. Implement new public transportation services or operate existing public transit services on a more frequent basis.
4. Build coordination among existing public transportation and human service transportation providers.
5. Provide targeted shuttle services to access employment opportunities.

6. Expand access to taxi and other private transportation operators.
7. Establish a ride-sharing program for long-distance medical transportation.
8. Expand outreach and information on available transportation options and coordination opportunities.
9. Provide flexible transportation options and more specialized transportation services or one-to-one services through expanded use of volunteers.
10. Establish or expand programs that train customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services.
11. Bring new funding partners to public transit/human service transportation.
12. Work with appropriate policy makers to reduce barriers to providing transportation services.
13. Improve accessibility and customer amenities to encourage use of available public transportation options.

Potential Projects

- Capital expenses to support the provision of transportation services to meet the special needs of older adults, people with disabilities, and people with lower incomes.
- Capital needs to support new mobility management and coordination programs among public transportation providers and human service agencies providing transportation.
- Expand current demand-response system to serve additional trips.
- Expand hours and days of current demand response system to meet additional service needs.
- Increase frequency of public transit services as possible.
- Convert demand-response services to fixed schedule or fixed route services as possible.
- Implement mobility management program -- to facilitate cooperation between transportation providers, arrange trips for customers as needed, conduct marketing efforts, explore technologies that simplify access to information on services, etc.
- Implement voucher program through which human service agencies are reimbursed for trips provided for another agency based on pre-determined rates or contractual arrangements.
- Operating assistance to fund specifically-defined, targeted shuttle services.
- Capital assistance to purchase vehicles to provide targeted shuttle services.
- Partnership arrangements with employers.
- Implement voucher program to subsidize rides for taxi trips or trips provided by private operators.
- Purchase vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs.
- Development of a ride-share matching database that could be used to effectively match potential drivers with people who need rides.
- Development of volunteer driver program to provide long distance medical trips.
- Funding of new inter-regional routes or connecting services to link with the national network of intercity bus services.
- Mobility manager to facilitate access to transportation services and serve as information clearing-house on available public transit and human services transportation in region.

- Implement new or expand outreach programs that provide customers and human service agency staff with training and assistance in use of current transportation services.
- Implement new or expanded volunteer driver program to meet specific geographic, trip purpose, or timeframe needs.
- Implement new or expand outreach programs that provide customers and human service agency staff with training and assistance in use of current transportation services.
- Implement mentor/advocate program to connect current riders with potential customers for training in use of services.
- Employer funding support programs, either directly for services and/or for local share.
- Employer sponsored transit pass programs that allow employees to ride at reduced rates.
- Partnerships with private industry, i.e. retailers and medical centers.
- Partnerships with private providers of transportation, i.e. intercity bus operators and taxi operators.
- Implement mobility management program to arrange meetings with appropriate decision makers, examine barriers, discuss solutions, identify regional transportation solutions and arrangements, etc.
- Implement new accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, i.e. build an accessible path to a bus stop that is currently inaccessible (curb cuts, sidewalks, accessible pedestrian signals or other accessible features).

### 3.8.3 COMMONWEALTH PDC COORDINATED HUMAN SERVICE MOBILITY PLAN

This plan was completed in June 2008, and covers a six-county area including Buckingham County. The plan is summarized below.

Details of Needs

Trip Purpose

- For older adults, need for transportation to medical appointments, shopping, church, synagogue, and social events
- Additionally, there is a growing need for transportation to dialysis clinics (especially non-Medicaid customers)
- Transport on weekends for caregivers to get to residences
- For persons with lower incomes and people with disabilities, the primary need is work-related transportation

Time

- Elderly patients going to dialysis cannot sit for long periods; timing issues
- For persons with lower incomes, transportation needs are more variable (e.g. to accommodate various work shifts)

Place/Destination

- For older adults, trips to various shopping destinations
- Also, trips to dialysis centers

- For people with lower incomes, there is a need to get into town for work; many people live outside the town/transit service area
- Need to get to Industrial Parks (Farmville, South Hill, Clarkesville, Charlotte County) also for work opportunities
- For persons with disabilities, transport to work, especially for those who live outside the ¾ mile fixed route

Information/Outreach

- Client needs to let provider/ LogistiCare know that they need door-through-door service
- Case workers should let customers know that hand-to-hand service is available
- Need for greater marketing of existing services
- Educating decision-makers at the local and State levels regarding funding issues
- Need for a Mobility Manager; system should be user-friendly; one phone number to call about transportation options
- One-stop shopping for transportation information in an accessible format (e.g. Aging/Disability Resource Centers)

Travel Training/Orientation

- Train groups to ride public transportation to expand people riding public transportation

Other

- Need affordable door-through-door service (limited accessible vehicles)
- Need funding a variety of vehicles- 5310 (accessible sedans, vehicles, vans)
- Expand service for those people who live outside the ¾ mile of fixed route
- For rural counties, it is difficult to obtain a local match; address the funding formula using a sliding scale
- Need connectivity between transit systems (Blackstone Area Bus, Farmville Area Bus, etc.) and an expanded regional service
- Need weekend, evening service (e.g., night shifts); more drivers on Sundays
- Need volunteer driver programs (some faith-based ones exist)
- Need to fill gaps where customers don't qualify for programs
- Need to fill gaps for customers who live outside the ¾ mile transit service area

<u>Identified strategies</u>

1. Continue to support and maintain capital needs of coordinated human service/public transportation providers.
2. Expand availability of demand-response and specialized transportation services to provide additional trips for older adults, people with disabilities, and people with lower incomes.
3. Build coordination among existing public transportation and human service transportation providers.
4. Provide targeted shuttle services to access employment opportunities.

5. Expand outreach and information on available transportation options in the region, including the establishment of a centralized point of access.
6. Implement new public transportation services or operate existing public transit services on a more frequent basis.
7. Establish or expand programs that train customers, human service agency staff, medical facility personnel, and others in the use and availability of transportation services.
8. Provide flexible transportation options and more specialized one-to-one services through expanded use of volunteers.
9. Expand access to taxi services and other private transportation operators.
10. Bring new funding partners to public transit/human service transportation.

Potential Projects

- Capital expenses to support the provision of coordinated transportation services for older adults, people with disabilities and people with lower incomes, including ensuring appropriate back-up vehicles and operational wheelchair lift equipment.
- Capital needs to support new mobility management and coordination programs among public transportation providers and human service agencies providing transportation.
- Expand current demand-response systems to serve trips outside ADA service area.
- Expand current demand-response systems to serve work locations, medical facilities, shopping centers, and other community locations.
- Expand hours and days of current demand response systems to meet additional service needs.
- Mobility manager to facilitate cooperation between transportation providers and address barriers that hinder coordination efforts, including:
  - Helping establish inter-agency agreements for connecting services or sharing rides.
  - Exploring opportunities for combining various federal funding sources or for access new funding sources.
  - Exploring technologies that simplify access to information on services.
- Operating assistance to fund specifically-defined, targeted shuttle services.
- Capital assistance to purchase vehicles to provide targeted shuttle services.
- Mobility manager to facilitate access to transportation services and serve as information clearing- house on available public transit and human services transportation in region.
- Implement new or expand outreach programs that provide customers and human service agency staff with information on available transportation services.
- Expand public transit services to unserved or underserved areas.
- Increase frequency of public transit services as possible.
- Convert demand-response services to fixed schedule or fixed route services as possible.
- Implement new or expand outreach programs that provide customers and human service agency staff with training and assistance in use of current transportation services.
- Implement mentor/advocate program to connect current riders with potential customers for training in use of services.
- Implement new or expanded volunteer driver program to meet specific geographic, trip purpose, or timeframe needs.

- Implement escort/aide program for customers who may need additional assistance to travel.
- Implement voucher program to subsidize rides for taxi trips or trips provided by private operators.
- Purchase accessible vehicles for use in taxi services.
- Employer funding support programs, either directly for services and/or for local share.
- Employer sponsored transit pass programs that allow employees to ride at reduced rates.
- Partnerships with private industry, i.e. retailers and medical centers.

## 3.9 Facility and Equipment Characteristics

### 3.9.1 Existing Facilities

JAUNT's administration, operations and maintenance facility is located on the south side of Charlottesville, approximately one-half mile northeast of the I-64 and VA 20 interchange and less than two miles from downtown Charlottesville. The 1992 facility was expanded in 2004 to house the administrative offices and the maintenance shop with four service bays. The facility is aging and maintenance costs are increasing accordingly.

Recently implemented and planned Intelligent Transportation System (ITS) improvements at the facility are discussed in the ITS Programs section of this chapter. Other recent safety and security improvements included security windows to protect dispatchers and fare clerk, additional light fixtures in all parking lots, and upgrading the existing parking lot. JAUNT has also been in negotiations to purchase adjacent property on Linden Avenue, which would allow JAUNT to construct a second entrance and a new parking lot.

Most vehicles are stored overnight at the JAUNT facility in Charlottesville. However, JAUNT stations approximately 20 vehicles at various locations throughout the service area (typically a driver's home), to minimize deadheading.

### 3.9.2 Existing Fleet

As discussed in Chapter 1, JAUNT's current vehicle fleet consists of 74 vehicles. Of these, 69 are revenue vehicles and five are non-revenue vehicles. While the Federal Transit Administration (FTA) allows replacement of these vehicles after four years or 100,000 miles, JAUNT's internal policy to this point has been to wait to replace the vehicles once they reach 150,000 miles. The JAUNT Board recently expressed a desire to move towards replacement at 100,000 miles.

JAUNT has been actively replacing its high mileage vehicles over the course of the last year. Between September 2010 and April 2011, JAUNT received 31 model year 2010 and 2011 revenue vehicles. With these vehicles included in the fleet, about half the vehicles are now in the new red, white, and blue color scheme.

Table 3-13 shows the useful life each revenue and non-revenue vehicle, listed from oldest to newest. Vehicles shown in light blue are due for replacement in the near future, as they are either near the end or past their 100,000 mile useful life. Figures 3-24 and 3-25 graphically show the useful life of the revenue and non-revenue vehicles based on mileage, from oldest to newest.

**Table 3-13: Useful Life of JAUNT's Vehicle Inventory**

| Vehicle Number & Type | Vehicle Fiscal Year | Useful Life in Years | Years in Service | Years Remaining | Useful Life in Miles | Mileage 09/10 | Mileage Remaining |
|---|---|---|---|---|---|---|---|
| **REVENUE VEHICLES** | | | | | | | |
| 5 - Chevrolet 13 Pass Van | 1999 | 4 | 12 | -8 | 100,000 | 178,477 | -78,477 |
| 64 - Ford Van | 2002 | 4 | 9 | -5 | 100,000 | 123,412 | -23,412 |
| 16 - Ford Van | 2003 | 4 | 8 | -4 | 100,000 | 87,582 | 12,418 |
| 20 - Ford Van | 2003 | 4 | 8 | -4 | 100,000 | 180,453 | -80,453 |
| 21 - Ford Van | 2003 | 4 | 8 | -4 | 100,000 | 177,503 | -77,503 |
| 22 - Ford Van | 2003 | 4 | 8 | -4 | 100,000 | 129,400 | -29,400 |
| 25 - Ford Van | 2003 | 4 | 8 | -4 | 100,000 | 144,478 | -44,478 |
| 92 - Dodge Van - Raised Roof | 2003 | 4 | 8 | -4 | 100,000 | 108,724 | -8,724 |
| 78 - Chevrolet Supreme Lift BOC | 2004 | 4 | 7 | -3 | 100,000 | 189,861 | -89,861 |
| 10 - Chevrolet Supreme Lift BOC | 2005 | 4 | 6 | -2 | 100,000 | 143,291 | -43,291 |
| 15 - Chevrolet Supreme Lift BOC | 2005 | 4 | 6 | -2 | 100,000 | 136,369 | -36,369 |
| 32 - Chevrolet Supreme Lift BOC | 2005 | 4 | 6 | -2 | 100,000 | 159,564 | -59,564 |
| 36 - Chevrolet Supreme Lift BOC | 2005 | 4 | 6 | -2 | 100,000 | 165,176 | -65,176 |
| 49 - Chevrolet Supreme Lift BOC | 2005 | 4 | 6 | -2 | 100,000 | 140,280 | -40,280 |
| 72 - Chevrolet Supreme Lift BOC | 2005 | 4 | 6 | -2 | 100,000 | 142,577 | -42,577 |
| 17 - Chevrolet Supreme Lift BOC | 2007 | 4 | 4 | 0 | 100,000 | 154,895 | -54,895 |
| 33 - Chevrolet Supreme Lift BOC | 2007 | 4 | 4 | 0 | 100,000 | 182,395 | -82,395 |
| 37 - Chevrolet Supreme Lift BOC | 2007 | 4 | 4 | 0 | 100,000 | 153,155 | -53,155 |
| 42 - Chevrolet Supreme Bus | 2007 | 4 | 4 | 0 | 100,000 | 217,394 | -117,394 |
| 43 - Chevrolet Supreme Bus | 2007 | 4 | 4 | 0 | 100,000 | 102,749 | -2,749 |
| 44 - Chevrolet Supreme Bus BOC | 2007 | 4 | 4 | 0 | 100,000 | 84,303 | 15,697 |
| 50 - Chevrolet Supreme Lift BOC | 2007 | 4 | 4 | 0 | 100,000 | 127,557 | -27,557 |
| 74 - Chevrolet Supreme Lift BOC | 2007 | 4 | 4 | 0 | 100,000 | 111,667 | -11,667 |
| 4 - Chevrolet Supreme Lift BOC | 2008 | 4 | 3 | 1 | 100,000 | 95,214 | 4,786 |
| 6 - Chevrolet Supreme Lift BOC | 2008 | 4 | 3 | 1 | 100,000 | 69,489 | 30,511 |
| 28 - Chevrolet Supreme Lift BOC | 2008 | 4 | 3 | 1 | 100,000 | 109,604 | -9,604 |
| 30 - Chevrolet Supreme Lift BOC | 2008 | 4 | 3 | 1 | 100,000 | 112,996 | -12,996 |
| 47 - Chevrolet Supreme Lift BOC | 2008 | 4 | 3 | 1 | 100,000 | 95,623 | 4,377 |
| 48 - Chevrolet Supreme Lift BOC | 2008 | 4 | 3 | 1 | 100,000 | 93,070 | 6,930 |

## Table 3-13: Useful Life of JAUNT's Vehicle Inventory (Cont.)

| Vehicle Number & Type | Vehicle Fiscal Year | Useful Life in Years | Years in Service | Years Remaining | Useful Life in Miles | Mileage 09/10 | Mileage Remaining |
|---|---|---|---|---|---|---|---|
| **REVENUE VEHICLES** | | | | | | | |
| 52 - Chevrolet Supreme Lift BOC | 2008 | 4 | 3 | 1 | 100,000 | 48,381 | 51,619 |
| 14 - Chevrolet Supreme Lift BOC | 2009 | 4 | 2 | 2 | 100,000 | 42,093 | 57,907 |
| 58 - Chevrolet Supreme Lift BOC | 2009 | 4 | 2 | 2 | 100,000 | 42,774 | 57,226 |
| 59 - Chevrolet Supreme Lift BOC | 2009 | 4 | 2 | 2 | 100,000 | 36,520 | 63,480 |
| 61 - Chevrolet Supreme Lift BOC | 2009 | 4 | 2 | 2 | 100,000 | 36,330 | 63,670 |
| 62 - Chevrolet Supreme Lift BOC | 2009 | 4 | 2 | 2 | 100,000 | 33,061 | 66,939 |
| 68 - Chevrolet Supreme Lift BOC | 2009 | 4 | 2 | 2 | 100,000 | 43,494 | 56,506 |
| 69 - Chevrolet Supreme Lift BOC | 2009 | 4 | 2 | 2 | 100,000 | 39,965 | 60,035 |
| 70 - Chevrolet Supreme Lift BOC | 2010 | 4 | 1 | 3 | 100,000 | 35,336 | 64,664 |
| 71 - Chevrolet Supreme Lift BOC | 2010 | 4 | 1 | 3 | 100,000 | 40,418 | 59,582 |
| 76 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | 1,872 | 98,128 |
| 40 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | 1,650 | 98,350 |
| 53 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | 1,634 | 98,366 |
| 65 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | 1,339 | 98,661 |
| 83 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | 1,198 | 98,802 |
| 82 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | 1,002 | 98,998 |
| 85 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | 880 | 99,120 |
| 66 - Chevrolet Supreme Lift Boc | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 80 - Chevrolet Supreme Lift Boc | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 84 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 86 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 87 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 88 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 89 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 90 - Chevrolet Supreme Lift Boc | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 91 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 93 - Chevrolet Supreme Lift Boc | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 94 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 95 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 95 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 97 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 98 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 99 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 101 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 102 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 103 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 104 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 105 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 106 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 107 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| 108 - Chevrolet Supreme Lift BOC | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |
| **NON-REVENUE VEHICLES** | | | | | | | |
| 23 - Dodge Durango | 2001 | 4 | 7 | -3 | 100,000 | 75,522 | 24,478 |
| 45 - Ford Escape - White | 2004 | 4 | 7 | -3 | 100,000 | 32,575 | 67,425 |
| 46 - Ford Escape - Gray | 2004 | 4 | 7 | -3 | 100,000 | 40,686 | 59,314 |
| 100 - Honda Civic Hybrid | 2004 | 4 | 7 | -3 | 100,000 | 37,176 | 62,824 |
| 2 - Ford Truck Extended Cab 4X4 | 2011 | 4 | 0 | 4 | 100,000 | - | 100,000 |

**Figure 3-24: Useful Life of JAUNT's Revenue Vehicle Inventory**

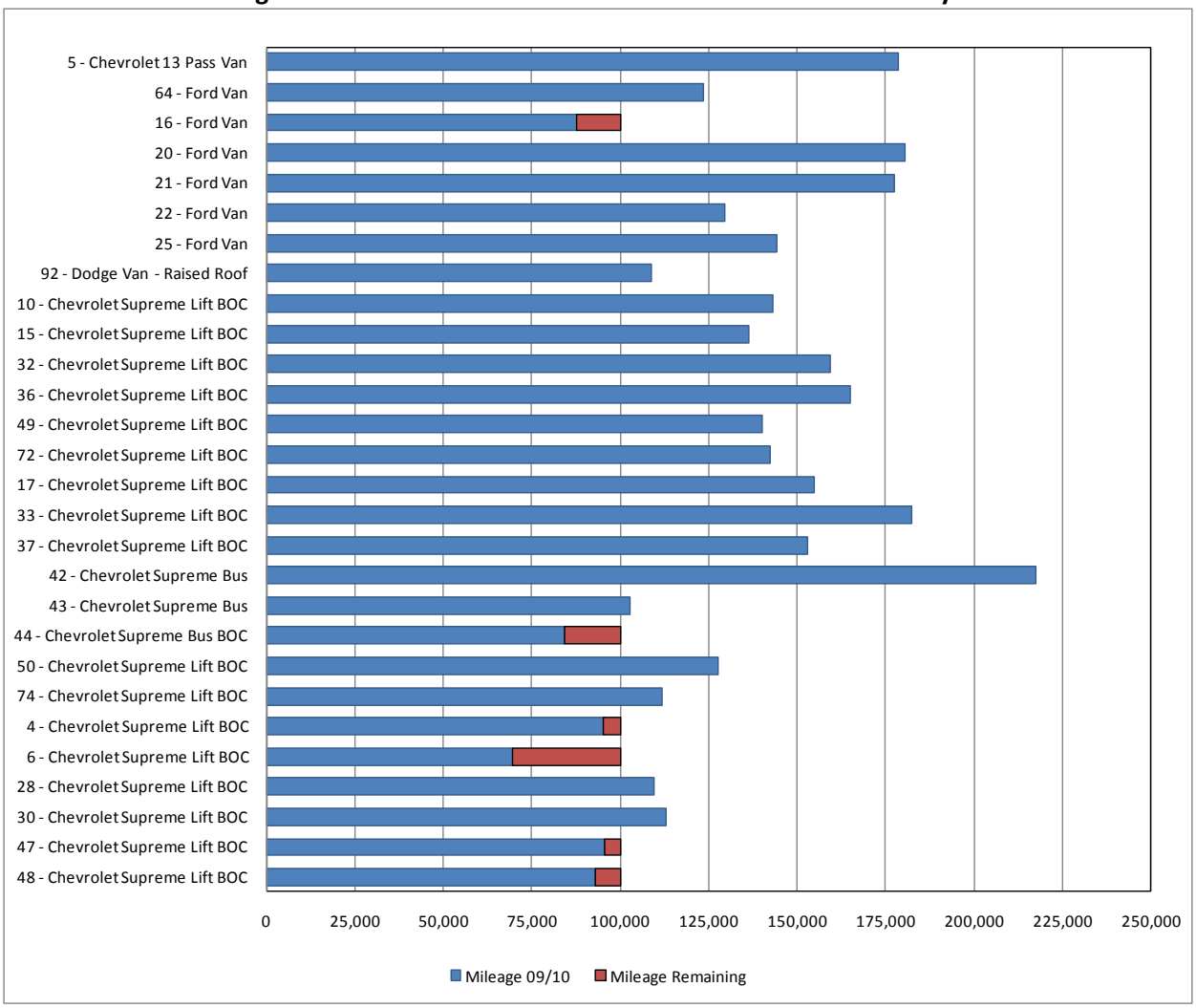

5 - Chevrolet 13 Pass Van
64 - Ford Van
16 - Ford Van
20 - Ford Van
21 - Ford Van
22 - Ford Van
25 - Ford Van
92 - Dodge Van - Raised Roof
10 - Chevrolet Supreme Lift BOC
15 - Chevrolet Supreme Lift BOC
32 - Chevrolet Supreme Lift BOC
36 - Chevrolet Supreme Lift BOC
49 - Chevrolet Supreme Lift BOC
72 - Chevrolet Supreme Lift BOC
17 - Chevrolet Supreme Lift BOC
33 - Chevrolet Supreme Lift BOC
37 - Chevrolet Supreme Lift BOC
42 - Chevrolet Supreme Bus
43 - Chevrolet Supreme Bus
44 - Chevrolet Supreme Bus BOC
50 - Chevrolet Supreme Lift BOC
74 - Chevrolet Supreme Lift BOC
4 - Chevrolet Supreme Lift BOC
6 - Chevrolet Supreme Lift BOC
28 - Chevrolet Supreme Lift BOC
30 - Chevrolet Supreme Lift BOC
47 - Chevrolet Supreme Lift BOC
48 - Chevrolet Supreme Lift BOC
0
25,000
50,000
75,000
100,000
125,000
150,000
175,000
200,000
225,000
250,000
Mileage 09/10
Mileage Remaining

**Figure 3-24: Useful Life of JAUNT's Revenue Vehicle Inventory (Cont.)**

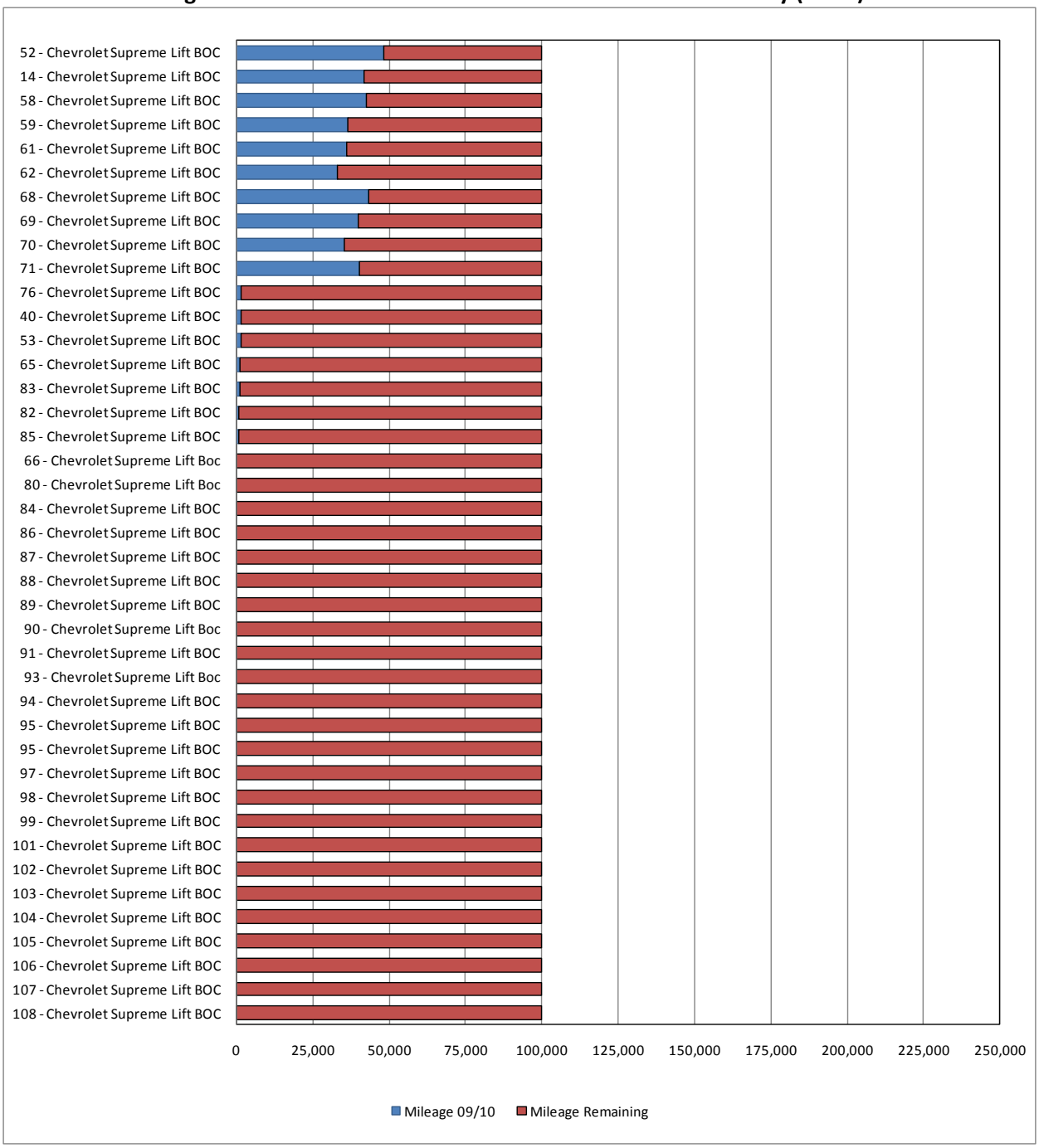
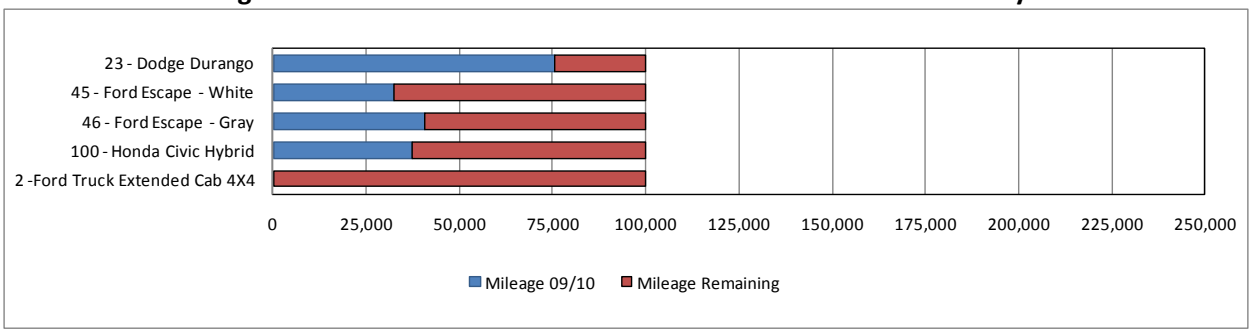

52 - Chevrolet Supreme Lift BOC
14 - Chevrolet Supreme Lift BOC
58 - Chevrolet Supreme Lift BOC
59 - Chevrolet Supreme Lift BOC
61 - Chevrolet Supreme Lift BOC
62 - Chevrolet Supreme Lift BOC
68 - Chevrolet Supreme Lift BOC
69 - Chevrolet Supreme Lift BOC
70 - Chevrolet Supreme Lift BOC
71 - Chevrolet Supreme Lift BOC
76 - Chevrolet Supreme Lift BOC
40 - Chevrolet Supreme Lift BOC
53 - Chevrolet Supreme Lift BOC
65 - Chevrolet Supreme Lift BOC
83 - Chevrolet Supreme Lift BOC
82 - Chevrolet Supreme Lift BOC
85 - Chevrolet Supreme Lift BOC
66 - Chevrolet Supreme Lift Boc
80 - Chevrolet Supreme Lift Boc
84 - Chevrolet Supreme Lift BOC
86 - Chevrolet Supreme Lift BOC
87 - Chevrolet Supreme Lift BOC
88 - Chevrolet Supreme Lift BOC
89 - Chevrolet Supreme Lift BOC
90 - Chevrolet Supreme Lift Boc
91 - Chevrolet Supreme Lift BOC
93 - Chevrolet Supreme Lift Boc
94 - Chevrolet Supreme Lift BOC
95 - Chevrolet Supreme Lift BOC
95 - Chevrolet Supreme Lift BOC
97 - Chevrolet Supreme Lift BOC
98 - Chevrolet Supreme Lift BOC
99 - Chevrolet Supreme Lift BOC
101 - Chevrolet Supreme Lift BOC
102 - Chevrolet Supreme Lift BOC
103 - Chevrolet Supreme Lift BOC
104 - Chevrolet Supreme Lift BOC
105 - Chevrolet Supreme Lift BOC
106 - Chevrolet Supreme Lift BOC
107 - Chevrolet Supreme Lift BOC
108 - Chevrolet Supreme Lift BOC
0
25,000
50,000
75,000
100,000
125,000
150,000
175,000
200,000
225,000
250,000
Mileage 09/10
Mileage Remaining

**Figure 3-25: Useful Life of JAUNT's Non-Revenue Vehicle Inventory**




## 3.9.3 Bus Stops and Shelters

In FY 2010, JAUNT evaluated its rural bus stop locations in preparation for adding bus stop signs and a limited number of bus shelters. The first bus shelter has been installed at the Dillwyn Food Lion on the Buckingham commuter route, and three more bus shelters in rural areas are planned in the future. A plan to maintain the bus shelters is being developed. Seventeen bus stop signs on commuter routes in the rural areas are scheduled to be installed in Spring 2011. These include five in Fluvanna County, three in Louisa County, five in Buckingham County, and four in Nelson and Amherst Counties. Eight additional future bus stop locations have been identified in Charlottesville and Albemarle County.

## 3.10 Intelligent Transportation Systems (ITS) Projects and Programs

This section provides a summary of JAUNT's program to improve its operations and customer service through the implementation of Intelligent Transportation System (ITS) strategies. ITS covers a wide-ranging set of technology applications that are intended to add information and communications technology to transportation infrastructure and vehicles, to improve the efficiency, effectiveness, and safety of transportation systems. The benefits of implementing ITS technology include improved customer service and satisfaction, better on-time performance, and reduced capital and operating costs.

The Virginia Department of Rail and Public Transportation (DRPT) has taken the lead to coordinate and promote the implementation of ITS technology among transit operators in Virginia. The goals of this program are to provide an improved return on investment, greater deployment efficiency, a higher level of functionality through system interaction, and consistency of service delivery among transit operators.

In DRPT's ITS Strategic Plan, dated August 2009, JAUNT is classified as a large transit system with a fleet of more than 50 vehicles, and a demand response service type. JAUNT's ITS program is summarized in the following sections:

- *Program Description* – This section indicates the existing technology deployed, and proposed technology deployments in the next six years. Technologies deployed by transit operators of similar primary service type and fleet size are also indicated.
- *Action Plan* – This section shows the planned technology projects with details on budget and estimated timeline.

- *Participants / Resource Sharing* – This section shows a list of stakeholders that will need to be engaged to undertake the Action Plan defined above. For instance, Charlottesville Area Transit (CAT) is a stakeholder due to their contractual relationship with JAUNT.

Based on the ITS survey conducted during this study, in 2009 JAUNT had the following ITS infrastructure:

- *Scheduling and run-cutting software and driver assignment and workforce management systems:* JAUNT uses Trapeze/PASS for paratransit and employment runs.
- *Automatic Vehicle Location (AVL) and/or Computer Aided Dispatch (CAD*): JAUNT uses software/products by Trapeze and Mentor Engineering. Mentor Engineering Mobile Data Terminals (MDTs) are installed on all vehicles. Data from the Mentor system is integrated into the Trapeze PASS system through their MDT software.
- *Interactive Voice Response (IVR):* IVR was deployed by JAUNT using LogicTree IVR Telephone system. However, this early generation system has been deactivated due to lack of usage in favor of a customer call center.
- *Voice Transmission System:* JAUNT has an independent two-way radio system that covers the City of Charlottesville and the five surrounding counties. Cell phones are also used in areas with radio coverage problems.
- *Data Transmission System:* JAUNT uses a separate two-way radio frequency pair to transmit and receive information to and from their revenue vehicles. That data is sent to and from the radio towers and office via a leased four-wire land line.

As shown in Figure 3-26, JAUNT's projected deployment of ITS projects when the plan was completed in 2009 was as follows:

- JAUNT has contracted to receive video surveillance cameras on-board all buses.
- Deployment of an Automated Fare Collection (AFC) system is proposed in two to five years.
- A Traveler Information project including provision of real time web information and information on mobile devices is proposed to be implemented over the next five to 10 years.
- The deployment of Maintenance Management Systems for JAUNT is set for 2011.
- Wayside security projects including security cameras and alarm buttons are proposed to be deployed over the next two to ten years.

Since the completion of the DRPT ITS Strategic Plan in 2009, JAUNT has moved forward with deployment or planning of the following ITS projects:

- On-board cameras: This project is contracted with REI and underway. Six cameras, a digital video recorder and wireless access will be installed on each body-on-chassis vehicle for driver monitoring and incident, accident, and complaint investigations.
- Facility security cameras: The first phase of the project has been completed. Camera surveillance systems were installed (interior and exterior) and then expanded to cover a major portion of JAUNT's property and targeted areas of the facility.

**Figure 3-26: JAUNT's ITS Program**

## Program Description

| On-Board Equipment | | | | | | Central System Equipment | | | | | | | | Wayside Equipment | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| CAD/ AVL | APC | AVA | TSP | AFC | On-Board Cam | IVR | RT Web | Trip Plan | Info Mobile Device | Sched & Run Cut | Maint Mgmt | Driver Mgmt | Yard Mgmt | Info Displ | Sec Cam | Sec Alarm Button |
| **Existing Deployment** | | | | | | | | | | | | | | | | |
| ● | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ | ○ |
| **Projected Deployment (next 6 years)** | | | | | | | | | | | | | | | | |
| ● | ○ | ○ | ○ | ● | ● | ○ | ● | ○ | ● | ○ | ● | ○ | ○ | ○ | ● | ● |
| **Typical Industry Deployment Path** | | | | | | | | | | | | | | | | |
| ● | - | - | - | ◐ | ● | ◐ | ◐ | ● | ◐ | ● | ● | - | - | ● | ● | ● |

## Action Plan

| Project | Budget *(for near-term projects – if known)* | Date | | |
|---|---|---|---|---|
| | | 1-2 yrs | 2-6 yrs | 6+ yrs |
| On-Board Cameras, Maintenance system | $500,000 | ✓ | | |
| AFC | $500,000 | ✓ | | |
| Wayside Security | $200,000 | | ✓ | |
| Phased Traveller Info project | ~$100,000 | | ✓ | |
| | | | | |
| | | | | |

## Participants / Resource Sharing

CTS (local fixed route)

National ground intelligence center coming

## Barriers

Funding

Lack of in-house staff

Data Mgt. needs – we need very specific reporting specs.

DRPT Virginia Department of Rail and Public Transportation

VIRGINIA DEPARTMENT OF RAIL AND PUBLIC TRANSPORTATION

INTELLIGENT TRANSPORTATION SYSTEMS PLAN

Notes: Demand Response (Large – 69 vehicles); completed in 2009-02-27 workshop

*Source: DRPT ITS Strategic Plan, August 2009*

- Access controls: This first phase of the project has been completed. A new access control system was installed to monitor and control entry to JAUNT's building and secure locations.
- New telephone system: This project phase has been completed. A new telephone system was installed in JAUNT's facility.
- Automated gate: This project is complete. A new automated gate to the lower parking lot tied into the access control system was installed at JAUNT's facility.
- Electrical and lighting: This project is underway.
- Two-way radio replacement: This project to replace all radios has just begun.
- Bus maintenance management system: An improved maintenance tracking software program will be installed and implemented this year.
- Trapeze software update: The maps used by Trapeze were out of date and are now updated.
- Fire suppression: A fire suppression system will be installed in the server room at JAUNT's facility.
- Facility key lock: Two disparate key systems will be incorporated into one master system for entire building.

## 3.11 Title VI and Triennial Review

As a designated sub-recipient of FTA capital and operating assistance funding through DRPT whose services are provided in a rural portion of the Commonwealth, JAUNT is not required to prepare and submit its own separate Title VI report to FTA, but rather submits Title VI documentation annually to DRPT. Similarly, DRPT fulfills its FTA requirement to ensure that recipients of Section 5311 and other FTA assistance comply with federal requirements by conducting periodic reviews.

### 3.11.1 Title VI

Though JAUNT is not required to submit a Title VI report directly to FTA, JAUNT is still required to follow the Title VI and Title VI-dependent guidelines for FTA recipients as described in FTA Circular C 4702.1A. JAUNT's Title VI notice included in Appendix E states that JAUNT updates its Title VI information annually and provides this information to the public on request. The notice also describes the procedure for Title VI complaints against JAUNT. JAUNT is also required to submit a Title VI update to DRPT as part of each Section 5311 grant application, and is also included in Appendix E.

### 3.11.2 Triennial Review

DRPT is required by the FTA to ensure that recipients of Section 5311 and other FTA assistance comply with federal requirements. To meet this federal mandate, DRPT conducts periodic reviews of its Section 5311 grantees. Additional objectives of the reviews are to ensure compliance with state requirements, encourage progress, and identify training and technical assistance needs. JAUNT's most recent compliance review was completed October 21-22, 2010. DRPT reviewed JAUNT's compliance in 24 areas, consistent with FTA's triennial review procedures. The workbook lists the compliance status for federal and state requirements, as well as status of any corrective actions identified. The final page shows that no findings with corrective actions were identified for JAUNT. A full copy of DRPT's 78-page compliance review report is available at JAUNT's offices.

## 3.12 Socioeconomic Analysis of the Service Area

Socioeconomic characteristics such as households, employment, and persons or households who may be limited in their transportation options are essential to identifying transit needs and developing transit services which address those needs. The section focuses on locations within JAUNT's service area that are likely to be most supportive of transit, using U.S. Census block group data. Because the 2010 U.S. Census figures have not yet been released at the block group level, the analysis was limited to the most recent available data. Estimates for 2008 were used for the analysis of households and employment. Data for populations who may be limited in their transportation options was also included in the analysis. This part of the analysis is based primarily on the recently released 2009 American Community Survey (ACS) data.

The maps show spatial distribution of socioeconomic characteristics, as the character of the area varies considerably from the Charlottesville urbanized area to the rural areas in JAUNT's five county service area. A common element in all the maps is that they are presented in terms of density (number of persons, households, jobs, etc. per acre). Density measures the compactness or concentration of development. Other things being equal, areas with higher densities are more likely to support efficient public transportation systems.

Density is considered the most unbiased representation of spatial distribution. However, even it can be misleading due to differences in the sizes of census block groups. For example, a portion of a large census block group may have a high concentration of population, but if the rest of the block group has no population, the overall density would likely be low. Ideally, the analysis would involve identifying the portion of the block group that has relatively high densities. To that end, the text supporting the maps that follow identifies the areas with concentrations of each socioeconomic characteristic.

In completing the analysis, it became clear that because of the very low density nature of JAUNT's service area outside of the Charlottesville urbanized area, different density ranges were required for the rural and urbanized areas for the analysis to be meaningful. Thus, two maps, one for the rural area and one for the urbanized area, have been created for each socioeconomic characteristic.

### 3.12.1 HOUSEHOLDS AND EMPLOYMENT

From the standpoint of public transportation, areas with higher household and employment densities tend to have higher rates of public transportation use than areas that are less dense. Denser areas also make for more efficient public transportation routes. Thus, one means of evaluating the need for transit is to identify areas served that have attained at least the minimum densities, or thresholds, sufficient to support fixed route transit service.

Using density thresholds, transit propensity is estimated for 2008 using household and employment data for each census block group (Figures 3-27 through 3-30). The methodology for this approach is derived from the Transit Cooperative Research Program's (TCRP) *Transit Capacity and Quality of Service Manual – 2nd edition* (2003), which identifies a density of three households per gross acre and/or four jobs per gross acre as the thresholds to qualify as a transit-supportive environment.

These thresholds primarily apply to the viability of hourly local fixed route service, such as that already provided by CAT in the City of Charlottesville and portions of Albemarle County. Specialized types of transit, such as the demand response and flexibly routed services provided by JAUNT, are typically a better fit in less dense suburban or rural areas.

## Households

As shown in Figure 3-27, within the Charlottesville urbanized area, fixed route supportive household densities of more than 3.0 households per acre are found in the following areas, which are served by CAT:

- South of downtown and areas around UVA including Lewis Mountain, Venable, Jefferson Park Avenue, Fifeville, and Belmont
- Along Hydraulic Road and Georgetown Road including Bennington Terrace, Oak Terrace, Huntwood, Oak Forest, Gardencourt Townhouses and Four Season Condos
- Near Martha Jefferson Hospital

Within the rural portions of JAUNT's service area, household densities do not exceed 3.0 households per acre, as shown in Figure 3-28. The highest densities in the rural area are in the 0.25 to 3.0 households per acre range, and are found in the following areas:

- Lake Monticello
- Crozet
- Ivy
- Outskirts of the urbanized area, including the Pantops area and along Hydraulic Road

**Figure 3-27: 2008 Household Density in the Charlottesville Urbanized Area**

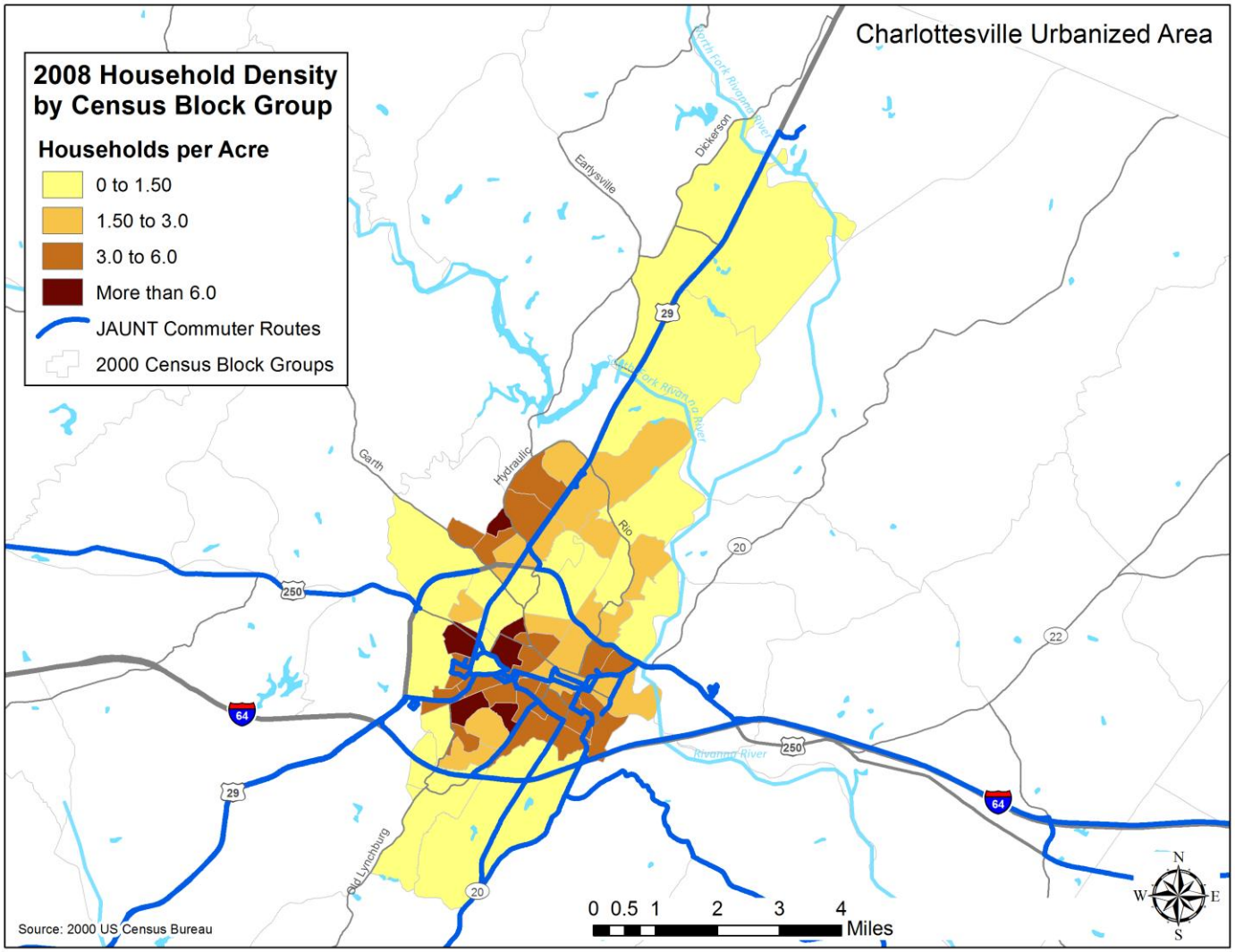
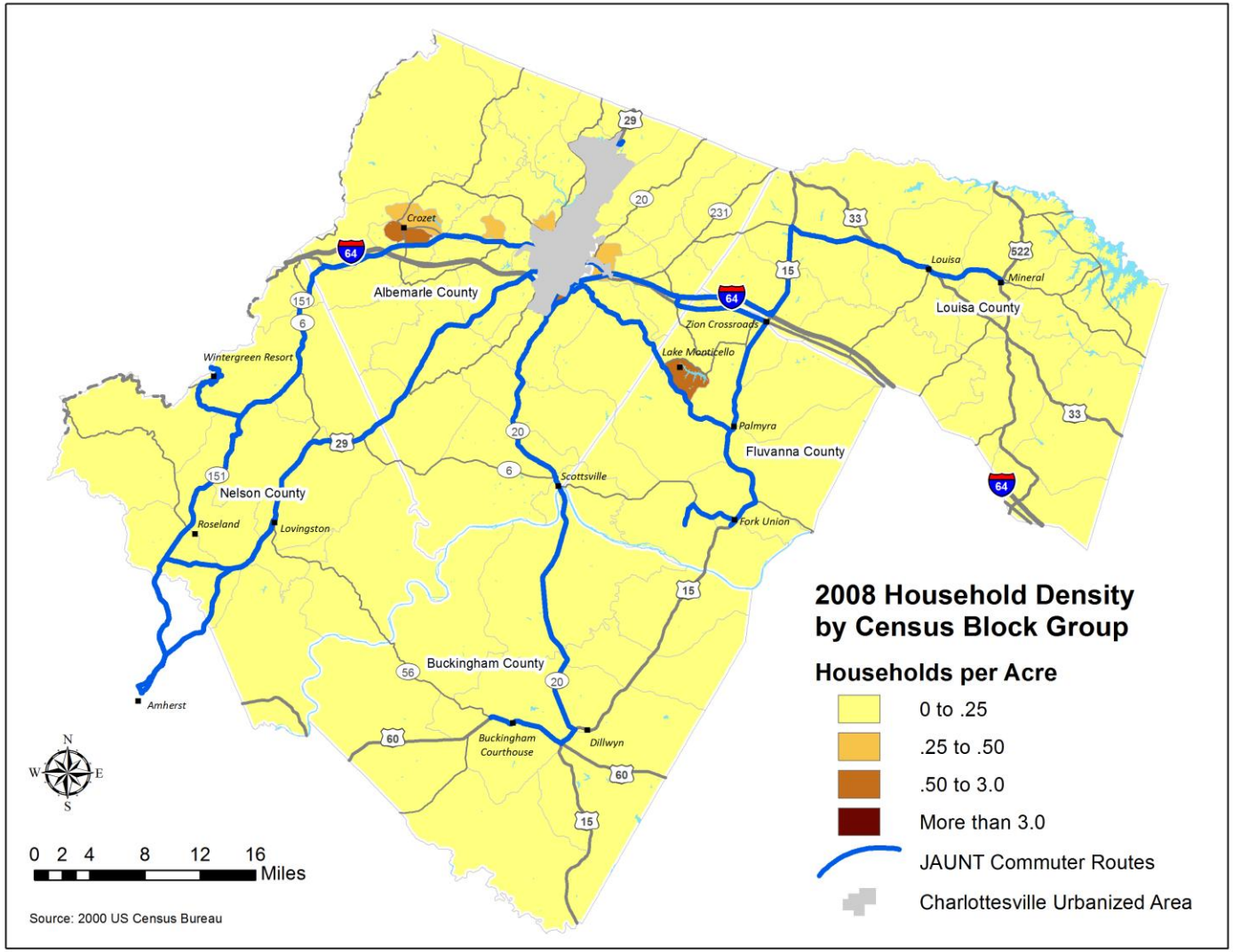


**Figure 3-28: 2008 Household Density in the Rural Portions of JAUNT's Service Area**



## Employment

As shown in Figure 3-29, within the Charlottesville urbanized area, fixed route supportive employment densities of more than 4.0 employees per acre are found in the following areas:

- Downtown Charlottesville, UVA, Barracks Road Shopping Center, and areas north of Rio Road, including Albemarle Square & Rio East, have the highest employee densities (more than 10.0 employees per acre).
- Central Charlottesville between UVA and downtown, Belmont, and areas along Route 29 extending north from Charlottesville to Rio Road also have significant employee densities (4.0 to 10.0 employees per acre).

Within the rural portions of JAUNT's service area, significant employment densities are found in the following areas, as shown in Figure 3-30:

- Lake Monticello, Pantops, and Ednam have fixed route supportive densities of more than 4.0 employees per acre

Other areas with significant employee densities (0.25 to 4.0 employees per acre) are located west of urbanized Charlottesville extending to Crozet, east of Charlottesville along I-64 including Pantops and Shadwell, and in central Louisa County near Louisa and Mineral.

### 3.12.1 Transportation Disadvantaged Populations

Transportation disadvantaged populations are also identified using by census block group. Densities of the following populations are mapped:

- Persons with one or more disability
- Persons 65 years of age of older,
- Households with no access to a private vehicle, and
- Households with income below the poverty level.

Each map, with the exception of persons with one or more disability, is based on the recently released 2009 American Community Survey (ACS) data, and presents an average for the years 2005 through 2009. Disability information is not yet available for the five-year period, due to a change in the way the question is asked in 2009. Therefore, 2000 Census data is presented for persons with one or more disabilities.

**Figure 3-29: 2008 Employment Density in the Charlottesville Urbanized Area**

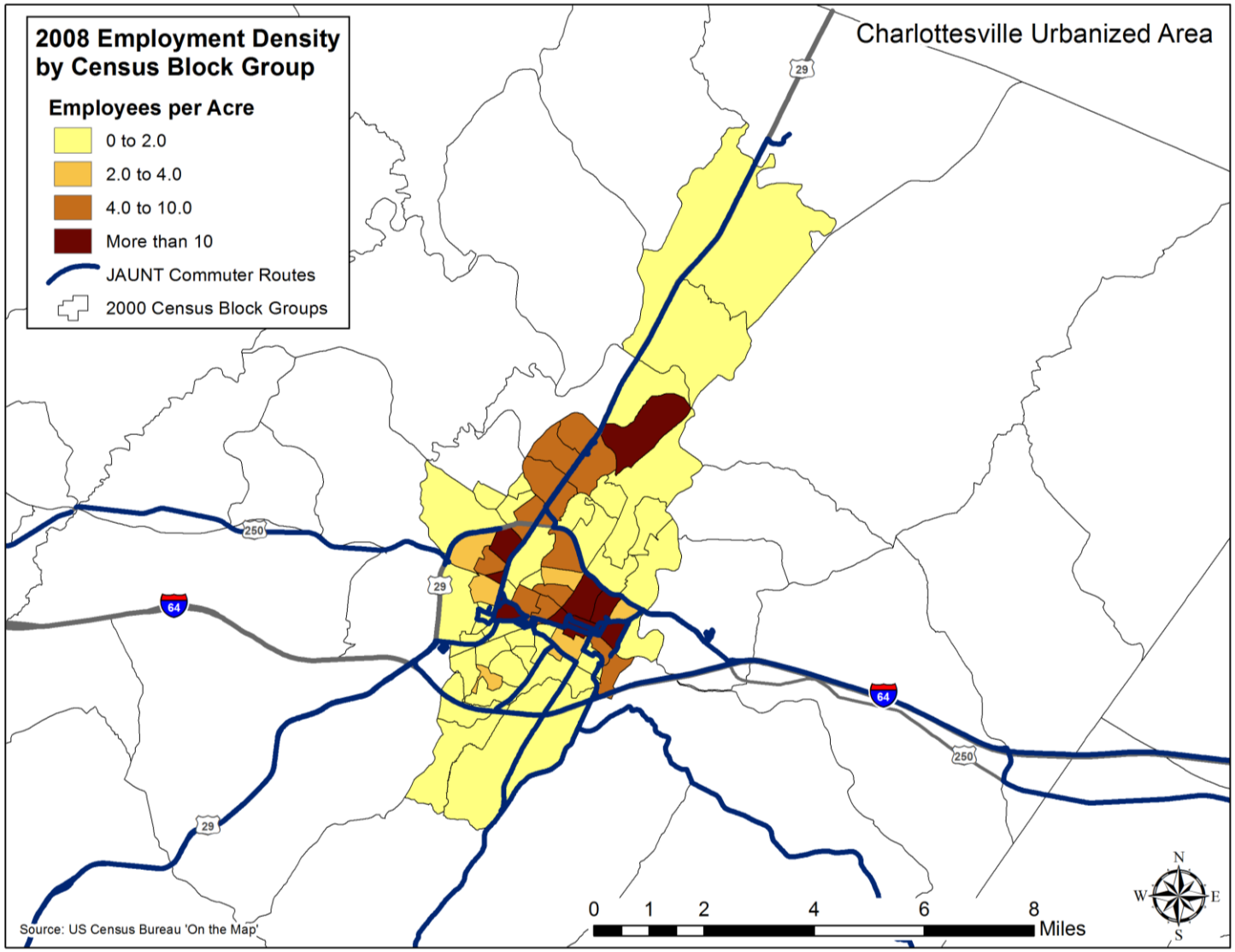
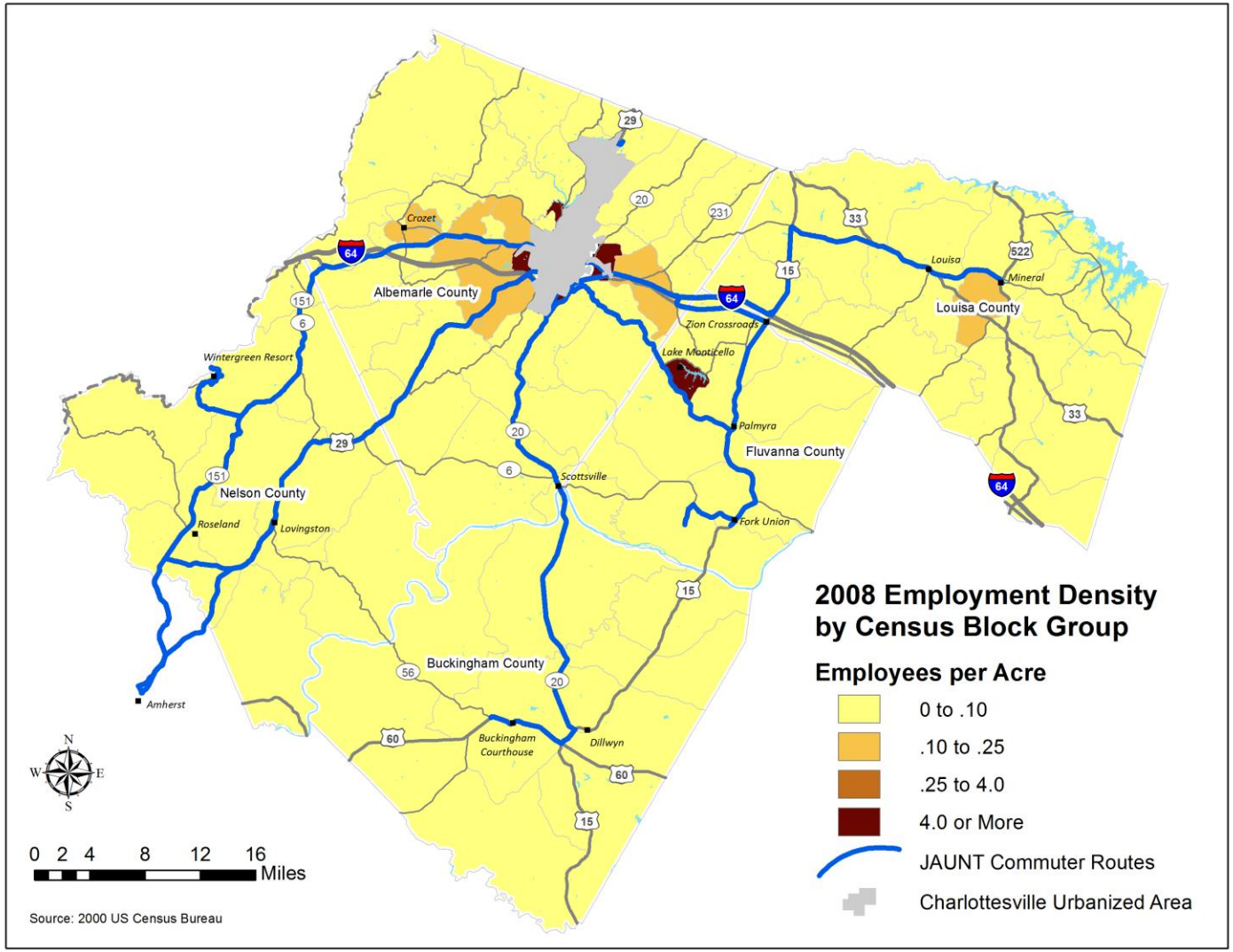


**Figure 3-30: 2008 Employment Density in the Rural Portions of JAUNT's Service Area**



## Urbanized Area

Figures 3-31 and 3-32 show the densities of persons with one or more disability and persons 65 years or older in the urbanized area. These maps are relevant to JAUNT as the provider of CAT's ADA paratransit service and as a major human service agency transportation provider in the urbanized area.

The highest density of persons with disabilities (more than 1.5 persons per acre) can be found in the following neighborhoods:

- Downtown Charlottesville
- Southwest of downtown including the Fifeville neighborhood (along Cherry Ave, Elliott Ave, and 5th St SW)
- Northwest of downtown including the Starr Hill, 10th and Page and Rose Hill neighborhoods (along W. Main Street and Preston Avenue)
- South and west of UVA (Lewis Mountain and JPA neighborhoods)
- Hydraulic Road south of Lambs Road, including Oak Forest and Turtle Creek Condos

The highest density of seniors (more than 1.5 persons per acre) can be found in the following neighborhoods:

- Downtown Charlottesville
- Northwest of downtown including the Starr Hill, 10th and Page and Rose Hill neighborhoods (along W. Main Street and Preston Avenue)
- Hydraulic Road south of Lambs Road, including Oak Forest and Turtle Creek Condos

**Figure 3-31: 2000 Density of Persons with One or More Disability in the Charlottesville Urbanized Area**

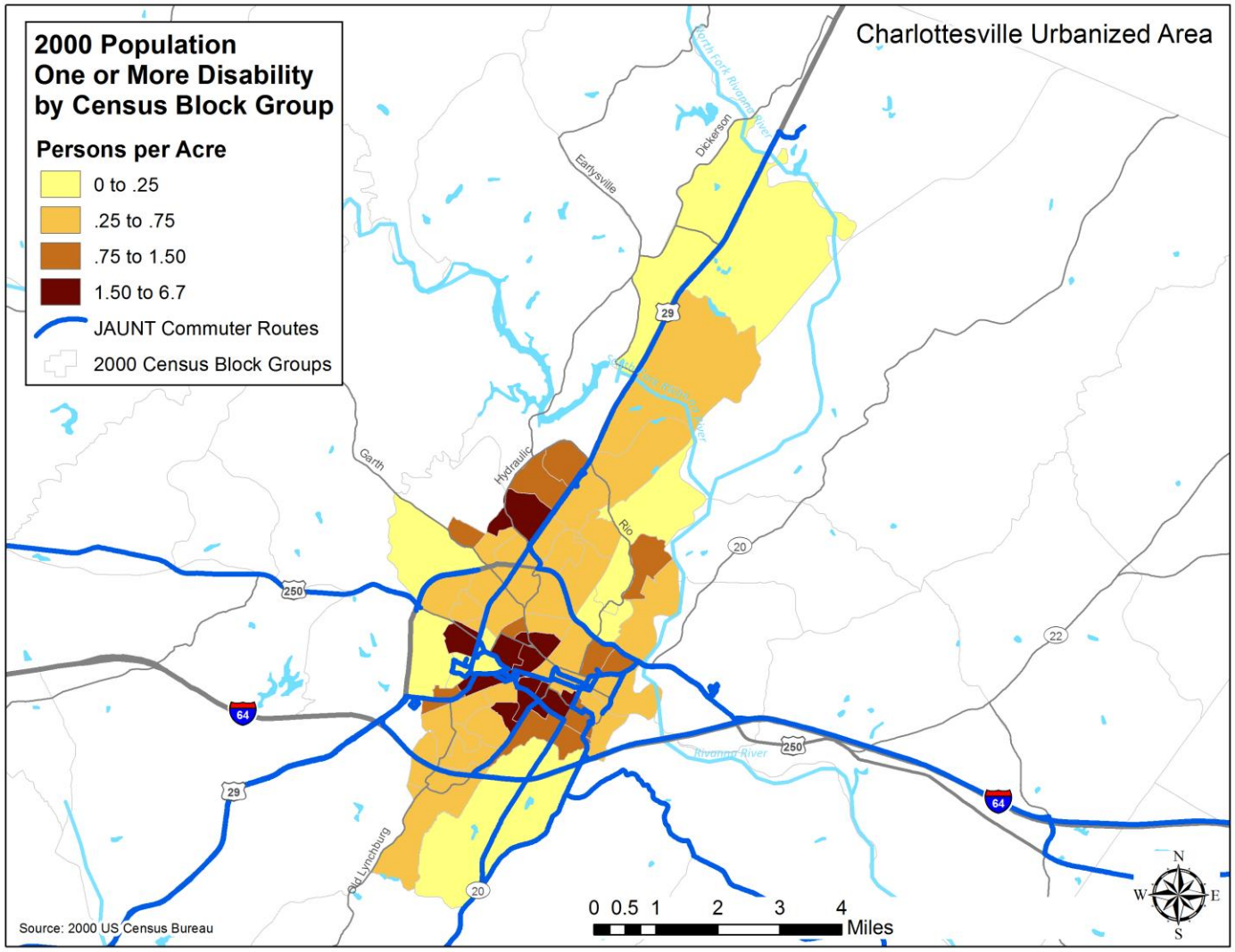
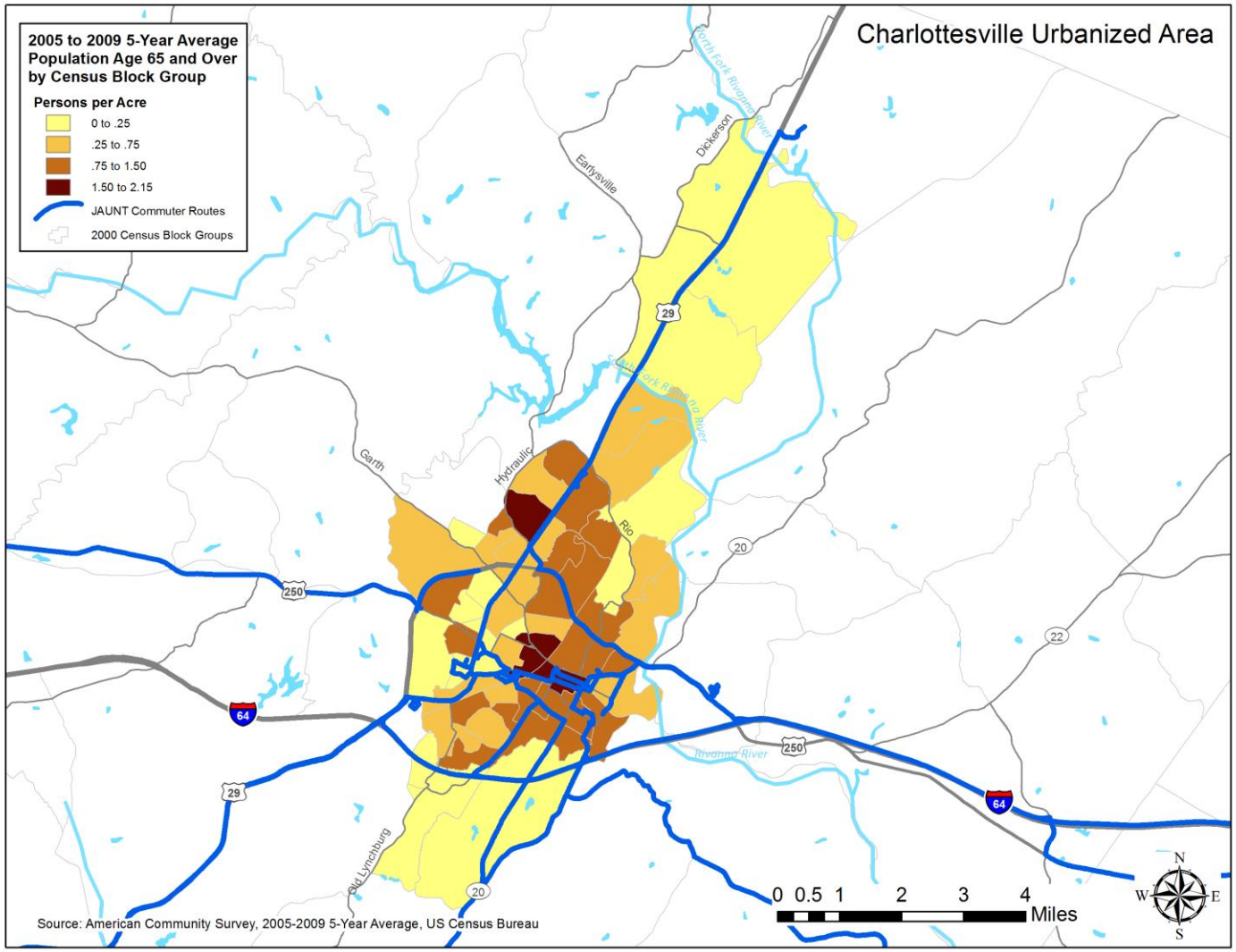


**Figure 3-32: 2005-2009 Density of Persons Age 65 and Over in the Charlottesville Urbanized Area**



## Rural Area

Figures 3-33 through 3-36 show concentrations of transportation disadvantaged residents in the rural area, where JAUNT is the only transit provider. On the outskirts of Charlottesville, the highest concentrations of these residents can be found in the following areas:

- Ednam
- Areas east of Ivy Creek
- Stony Point
- Pantops

In the outlying rural area, transportation disadvantaged residents are most concentrated in the following areas:

- Crozet/Brownsville
- Areas near Locust Hill North and Ivy
- Lake Monticello
- Scottsville

## 3.13 Transit Supportive Land Use Activities and Policies

Through JAUNT's Mobility Management program, JAUNT has begun to take an active role in coordinating land use and transportation. Since 2010, the Mobility Manager has reviewed development proposals in the City of Charlottesville and the Counties of Albemarle and Fluvanna. Site plan comments typically focus on the usability of sites for JAUNT and other transit vehicles, and JAUNT developed a Site Design Guidelines document to assist with this process. Comments also address pedestrian and bicycle connections to transit and potential accessibility issues for people with disabilities. JAUNT has stated an interest in expanding this process to the Counties of Nelson and Louisa.

In addition to JAUNT's on-going review of development proposals, comprehensive planning documents and land use maps provide further insight toward future development and land use plans that could impact JAUNT service. For summaries of the plans for the jurisdictions in JAUNT's service area, please refer to Appendix F.

**Figure 3-33: 2000 Density of Persons with One or More Disability in the Rural Portions of JAUNT's Service Area**

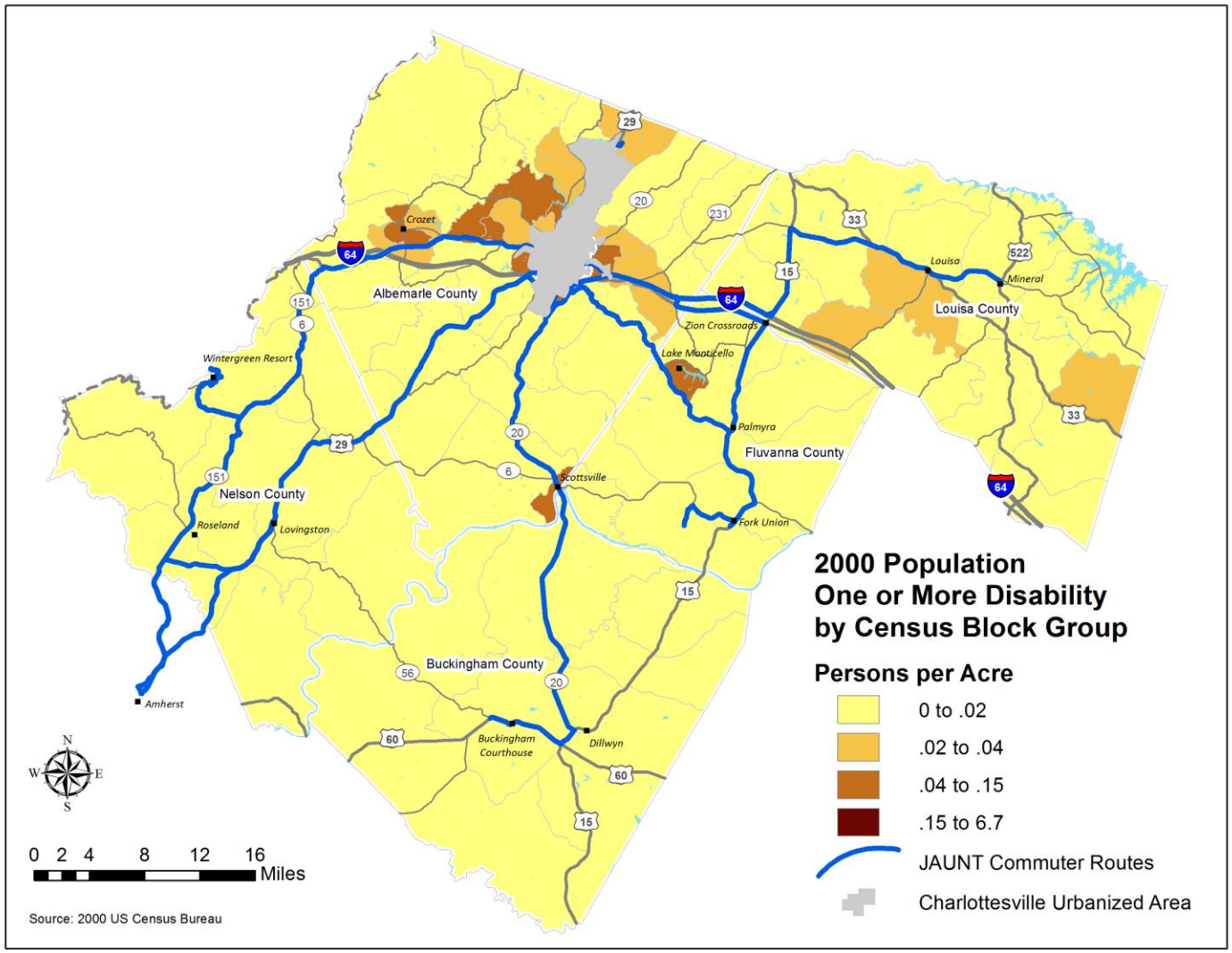


**Figure 3-34: 2005-2009 Density of Persons Age 65 and Over in the Rural Portions of JAUNT's Service Area**

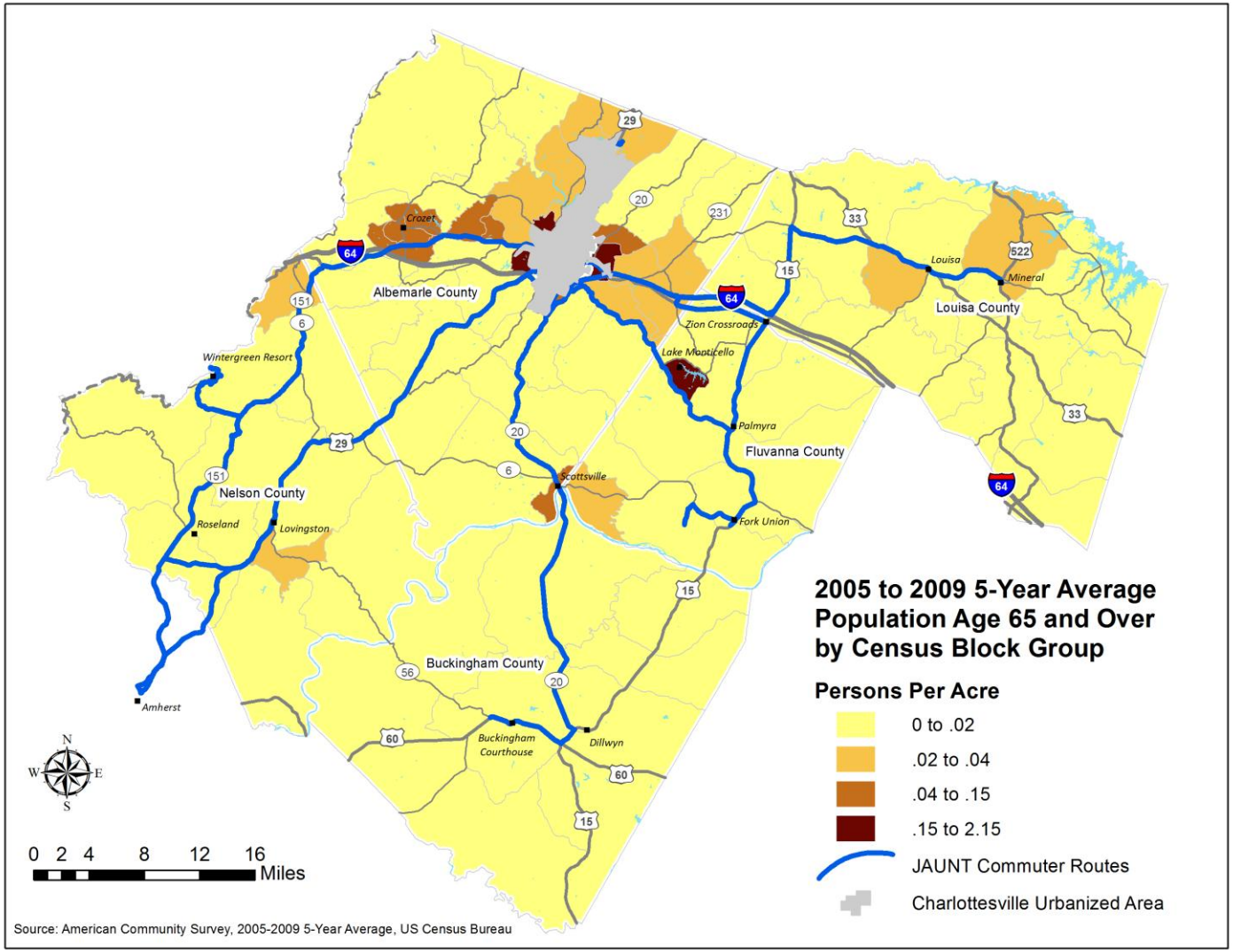


**Figure 3-35: 2005-2009 Density of Households with No Access to a Vehicle in the Rural Portions of JAUNT's Service Area**

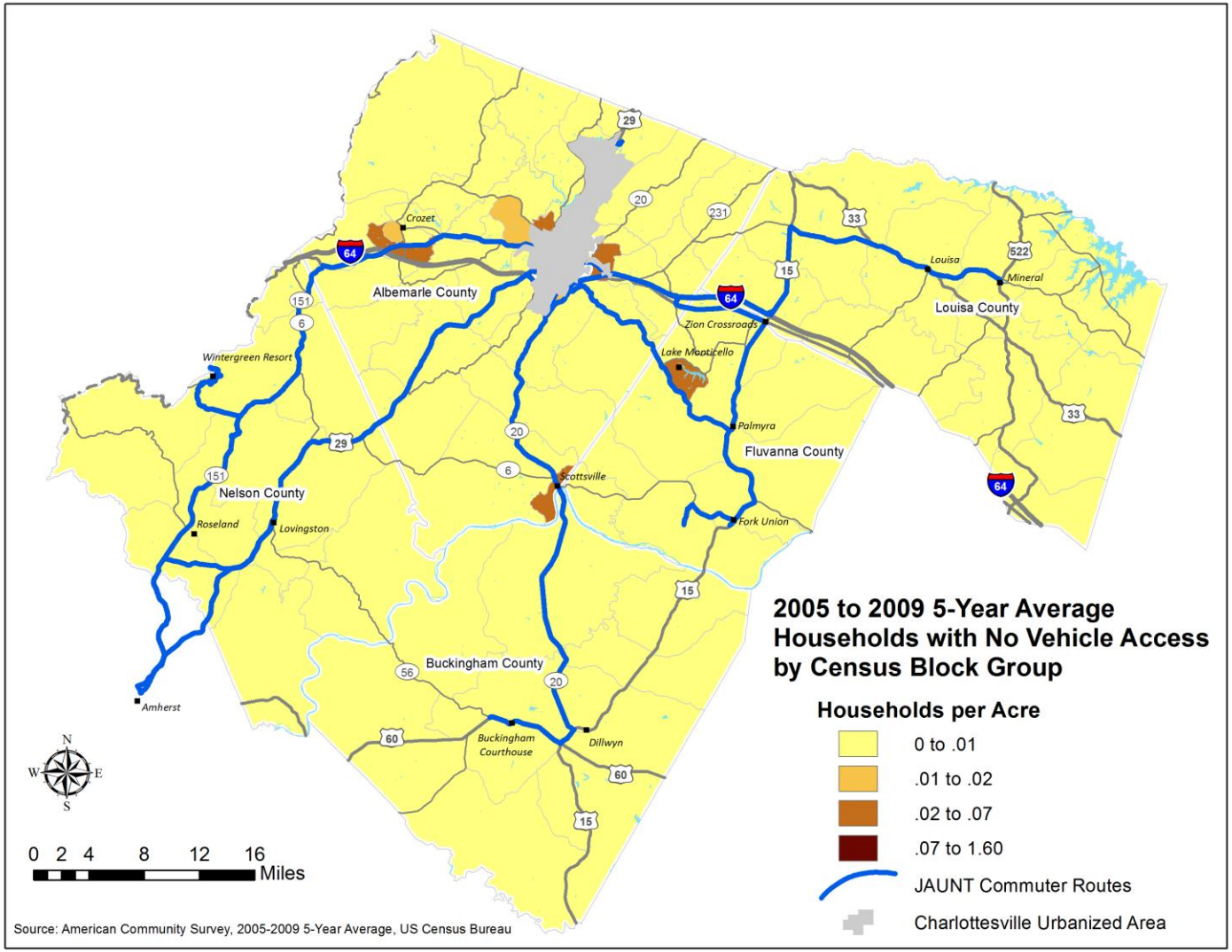
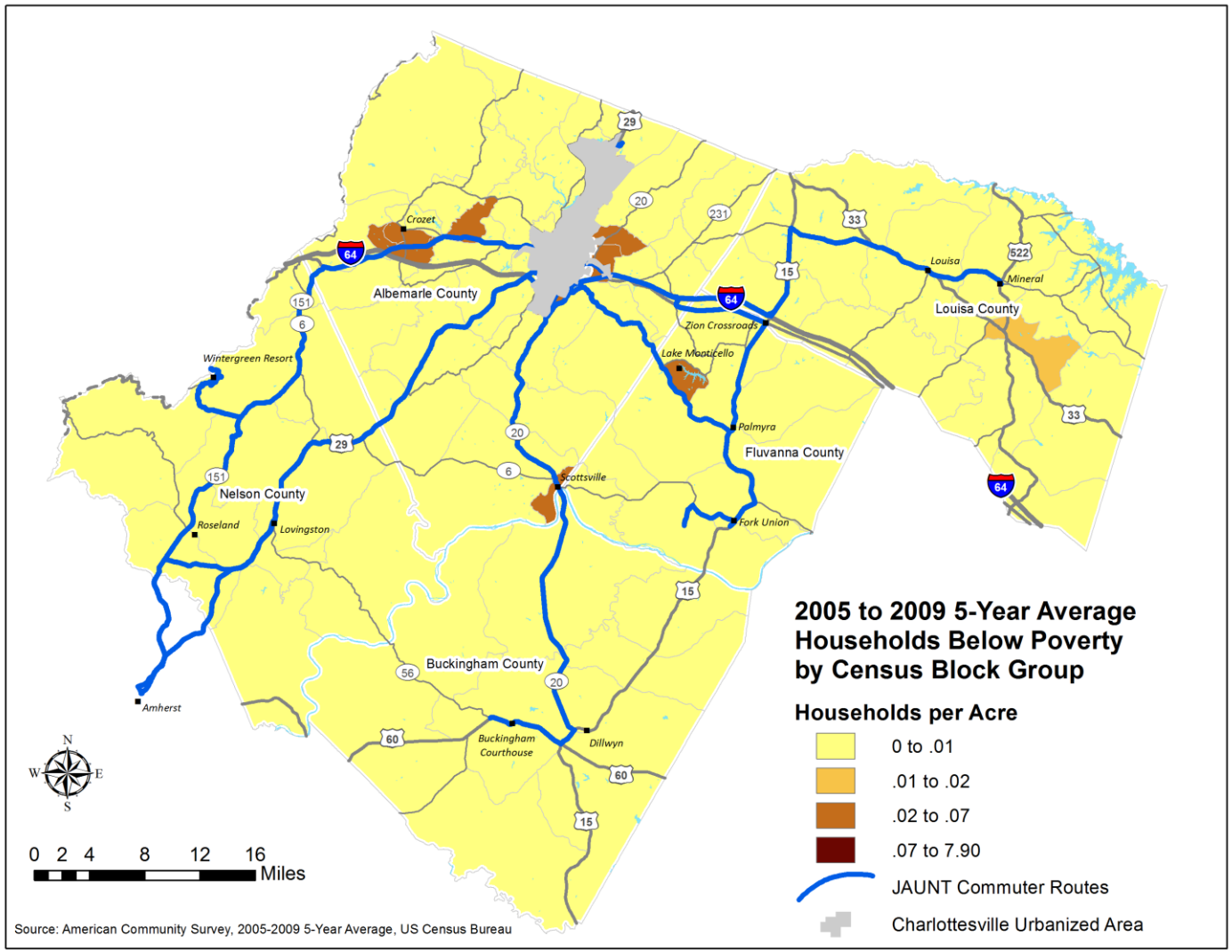


**Figure 3-36: 2005-2009 Density of Households with Incomes Below Poverty in the Rural Portions of JAUNT's Service Area**



## 3.14 BICYCLE AND PEDESTRIAN PLANNING

In 2001, Thomas Jefferson Planning District Commission, in cooperation with Albemarle County, Fluvanna County, Greene County, Louisa County, Nelson County, City of Charlottesville, University of Virginia, Virginia Department of Transportation, and Federal Highway Administration prepared and adopted the *2001 Jefferson Area Bicycle, Pedestrian, and Greenways Plan* (JABPGP). The purpose of this plan was to provide information and guidance on development of facilities and other accommodations to enhance safe bicycle and pedestrian travel within the Thomas Jefferson Planning District that includes the respective counties involved in preparation of the JABPGP. Please refer to Appendix G for a summary of this plan and maps for each county.

The goals of the JABPGP were as follows:

- Provide a comprehensive and coordinated regional bicycling and walking system
- Provide safe bicycle and walking networks, convenient for all users
- Educate the public of bicycling and walking advantages, facilities, safety and regulations
- Establish a system to coordinate steady implementation of the plan

One of the objectives associated with the first goal is to integrate bicycle and walking networks with transit systems. The JABPGP notes that both bicycle and pedestrian networks, when coordinated well with transit, have increased range and functionality.

A majority of JAUNT's buses are equipped with external bicycle racks. These racks allow passengers to cycle from a rural residence to a transit stop, and connect to any part of the region served by transit, then use the bicycle to complete the trip after disembarking transit.

One of the recommendations for the bicycle network was for transit stops to be equipped for bicycle parking, particularly major stops and transfer points. Another recommendation was to make park and ride lots accessible to cyclists and equip them with bicycle racks. Provision of this opportunity could reduce the need for urban area parking lots as more people can cycle to work, especially if transit services the park and ride lots.

For the pedestrian network, the JABPGP facility design guidelines recognize that pedestrian accommodations to and at transit stops are vital. If a person cannot walk to a bus stop and wait for a bus, transit is not accessible to them. The JABPGP recommends transit stop amenities, such as a hard surface, benches, trees, snow removal, and trash cans.

# CHAPTER 4 - TRANSIT SERVICE AND FACILITY NEEDS

This chapter identifies potential unconstrained transit service and facility needs for Central Virginia. Service and facility/equipment needs are identified based on the evaluation conducted in previous chapters of this TDP, stakeholder and Board meetings, and demographic analysis. A workshop with JAUNT staff was also held to discuss potential service needs for inclusion in the TDP. Key findings that were taken into consideration in identifying transit service and facility unconstrained needs are as follows:

- JAUNT has experienced an increase in the overall number of passenger trips, which reveals a strong demand for the service provided.
- JAUNT continues to improve service efficiency and does a good job of using available resources for the service provided.
- Overall, feedback from JAUNT riders on the quality of service is very positive.
- JAUNT will face challenges in the future with larger wheelchairs, expanding Medicaid population and corresponding Medicaid transportation service growth, Martha Jefferson Hospital moving from near downtown Charlottesville to the Pantops area in Albemarle County, and a possible change of location for the Senior Center.
- Growth is occurring throughout the service area in the short and long term. Population is expected to double in 20 years in Louisa and Fluvanna Counties. Albemarle County is also expected to see significant population growth. Population in Charlottesville and Buckingham and Nelson Counties is expected to remain relatively steady. JAUNT will need to continue to adapt to changes in demand resulting from population growth.
- The senior population is expected to increase significantly, bringing increasing demand even in localities where the population is expected to remain steady.
- The rural nature of JAUNT's service area can create challenges with the efficiency and effectiveness of service provided. Significant capital needs for additional vehicles, as well as the mileage demands resulting from deadheading, will continue to be challenges.
- While most vehicles are stored overnight at the JAUNT facility in Charlottesville, approximately 20 JAUNT vehicles are stored at various locations throughout the service area to minimize deadheading. A secondary facility to store vehicles should be considered to accommodate JAUNT's growing transit vehicle fleet.
- JAUNT is in the process of establishing a bus stop/shelter program for its rural bus stop locations, including bus stop and shelter locations and the maintenance of bus shelters. JAUNT has begun the process of installing bus stops, and will need to continue to identify and accommodate shelter and stop amenities needs throughout the service area to ensure JAUNT riders have a safe and accessible environment to access JAUNT service.

The following needs and service improvements have been identified for consideration for inclusion in this TDP. A summary of all service needs identified in this section is provided in Table 4-1 beginning on Page 4-18. Table 4-1 and the descriptions that follow are cross-referenced by page number(s) and by need identification number (e.g., A1 in the text refers to "Need ID" A1 in Table 4-1). It is important to note that this list represents ***potential*** TDP improvements, unconstrained by budget and not prioritized. Improvements that are recommended for inclusion in this TDP's six-year time period are identified in Chapters 5 and 6.

## 4.1 Unconstrained Service Needs

### ADA Paratransit Service

- **Existing Service (A1):** Currently, JAUNT provides ADA paratransit service within the entire Charlottesville urbanized area for CAT, well beyond the ¾ mile radius of fixed routes required by the ADA. Service hours are Monday through Saturday from 6:15 a.m. to 11:50 p.m. and on Sunday from 7:30 a.m. to 10:00 p.m. JAUNT matches CAT's service hours Monday through Saturday. On Sunday, JAUNT provides evening service, while CAT ends fixed route service at 6:00 p.m. Thus, JAUNT already meets and exceeds the ADA requirements. While ADA revenue hours in urban Charlottesville are expected to remain relatively constant, JAUNT expects to continue experiencing significant growth in ADA service in urban Albemarle County, requiring more revenue hours and vehicles. Urban Albemarle County ADA paratransit trips are anticipated to grow by about 9% per year, with one new vehicle required each year, beginning in FY 2013.

### Human Service Agency Transportation

- **Existing Service (HS1):** JAUNT provides transportation for Human Service Agencies, such as HeadStart. JAUNT will need to adapt service for these agencies as the agencies may change their focus, have declining budgets, and/or as new transportation providers come online. Human service agency trips grew by about five percent per year over the last three years, and this trend is assumed to continue.
- **New Service (HS2):** Opportunities exist for new service with nonprofit agencies. Additionally, major employers may choose to partner with JAUNT to meet their transportation needs.
- **Expanded Human Service Agency Needs:** A recent Department of Justice investigation found that most people institutionalized in Virginia state training centers, including the Central Virginia Training Center (CVTC) in Amherst County, should be living in smaller, community-based housing instead. The Commonwealth has now been found in violation of ADA and the Olmstead decision. The General Assembly has set an initial goal of moving 100 CVTC residents into community-based housing. Should some of the CVTC residents move into group homes in the JAUNT service area, agency trip needs will increase. Additionally, more and more agency clients have wheelchairs, including power chairs, longer chairs, and people who must have their legs extended and so take up more space.

- **PACE Program (HS3):** Within the next eighteen months Charlottesville will be served by a Program of All-inclusive Care for the Elderly (PACE) program. These programs use Medicare and Medicaid to serve people 55 and older who are in need of nursing home care but can live safely in the community with extra services. Transportation is one of the key pieces of such a program. The PACE program could reduce passenger trip demands for JAUNT services if another transportation system is created, or JAUNT could become the PACE transportation provider. JAUNT should continue to monitor and play an active role in the development of Charlottesville's PACE Program.

- **Coordinated Human Service Mobility Plans:** JAUNT plays a role in serving the citizens identified in regional Coordinated Human Service Mobility Plans (CHSMPs). JAUNT should continue to meet the needs identified in the plans as they pertain to the JAUNT service area. Included in these needs are access to medical appointments, shopping, churches and synagogues, as well as social events; access to dialysis appointments; weekend service for caregivers to residences; access to employment for individuals with low income or disabilities; regional connectivity between transit systems; and weekend and evening service, including Sunday service.

- **Human Service Agency Pool Vehicles (HS4):** As JAUNT's Mobility Manager continues to work with area agencies, a clear need to help agencies provide transportation has emerged. For many agencies, it does not make sense to purchase and operate vehicles themselves for every purpose. While JAUNT currently offers a vehicle-sharing program, the existing fleet is too small to accommodate agencies on a regular basis. Expanding this pool, using matching funds from agencies, would help agencies carry out their missions as well as help the system be more efficient by avoiding unnecessary additional vehicles. Two vehicles are recommended for this purpose.

## Albemarle County

- **Rural Inter-jurisdictional Routes:** JAUNT routes currently provide service to Charlottesville from the following rural locations: Crozet, Scottsville/Esmont, Keswick, Stony Point, Barboursville, and Earlysville/Advance Mills Monday through Friday with select morning and afternoon trips. For the Crozet to Charlottesville (IJ1), Scottsville/Esmont to Charlottesville (IJ2) and Keswick to Charlottesville (IJ3) routes, this TDP identifies the need to increase the number of days and service hours to Monday through Saturday from 6:00 a.m. until 10:00 p.m. to accommodate all trips, including medical, work, and shopping. The Keswick to Charlottesville service would include origins as well as destinations in Shadwell, Keswick and Glenmore that are well beyond the CAT service area.

- **Rural Demand Response (R1):** Rural demand response (intracounty) service is currently provided Monday through Friday from 6:00 a.m. until 6:00 p.m. for all residents in Albemarle County. People with disabilities can also ride on weekends (10:00 a.m. to 10:00 p.m.) and during the evenings (6:00 p.m. to 10:00 p.m.) at twice the usual fare. Based on stakeholder input, a stated need is to extend the service hours and days for the general public to Monday through Friday from 6:00 a.m. to 10:00 p.m.; and on Saturday and Sunday from 8:00 a.m. until 10:00 p.m. To address the need for shorter travel times for passengers, this TDP recommends one additional vehicle in service to reduce passenger transit travel times. It is the objective of JAUNT to attain in-vehicle transit travel times that are no more than twice than the time it would take to make the trip in an automobile.

- **Existing Commuter Routes:** JAUNT commuter routes from outlying counties have destinations in Charlottesville and Albemarle that include UVA Hospital and Martha Jefferson Hospital. Martha Jefferson Hospital is in the process of relocating to the Pantops area, with the new hospital itself opening in August of 2011. JAUNT has already begun planning modifications to existing commuter routes to serve the location in Pantops. Scheduled stops at the UVA Hospital will create challenges in serving both of these locations in a manner that meets the needs of employees. Stakeholder interviews identified a need to serve Martha Jefferson Hospital and UVA Hospital with separate commuter routes.

  At the same time, the CAT Expanded TDP includes a reconfiguration of Route 10 into two route patterns in the one to three year range, partially to serve Martha Jefferson Hospital at Pantops. Each is proposed to operate hourly (for a combined frequency of 30 minutes) Monday through Saturday. Service to Martha Jefferson Hospital at Pantops for some JAUNT commuters would be via transfers to CAT at the Downtown Transit Station, while other JAUNT routes would serve the new hospital directly.

  The following changes to existing commuter routes are identified as potential transit service needs that also serve Albemarle County:

  - *Fluvanna Commuter Routes:* JAUNT's short-term plans to address the relocation of Martha Jefferson Hospital are to extend the Palmyra Route (C1) and modify the Fork Union Route (C2) slightly. Longer-term, a new route providing direct service to Martha Jefferson Hospital at Pantops and the US 29 North corridor has been identified, as discussed in the next section.

  - *Louisa Commuter Route:* The Louisa Route would continue to serve the CAT Downtown Transit Station, downtown Charlottesville and the UVA area. A second commuter route to serve Martha Jefferson Hospital at Pantops and the US 29 North corridor, as discussed in the next section.

  - *Nelson Express Routes:* The Lovingston Route (C3), which currently serves the UVA area, would be extended to serve Hollymead and job centers to the north. The Roseland Route (C4), which currently serves Fontaine Research Park, the UVA area, downtown Charlottesville, and the CAT Downtown Transit Station, would be extended to serve Martha Jefferson Hospital at Pantops.

- *Buckingham Commuter Routes (C5):* The earlier run of the Buckingham Commuter Route, which currently serves the UVA area, downtown Charlottesville and the existing Martha Jefferson Hospital on Locust, would be extended to serve Martha Jefferson Hospital at Pantops. The later run would not change.

- **New Commuter Route Service:** This TDP also identifies a need to add new commuter routes to serve Charlottesville, UVA, Martha Jefferson Hospital at Pantops and US 29 north of Hollymead. Additionally, stakeholders identified a need for commuter service in select corridors. The following new routes are identified as potential transit service needs that also serve Albemarle County:

  - *Palmyra (Fluvanna) to Pantops and Hollymead (C6):* In the near-term, the existing Palmyra route would be modified to extend to Martha Jefferson Hospital at Pantops, as previously discussed. In the longer-term, the existing Palmyra route would be restored to its current alignment, and an additional route implemented. This new route would provide service from Palmyra through the Lake Monticello area and then travel directly to Martha Jefferson Hospital at Pantops via Milton Road and US 250. After serving Martha Jefferson Hospital, it would continue via US 250 and Hydraulic Road to the US 29 North corridor, ending at Hollymead Town Center. One a.m. and one p.m. peak commuter trip would require one additional vehicle.

  - *Louisa to Pantops and Hollymead (C7):* An additional route from Mineral and Louisa is proposed to Martha Jefferson Hospital at Pantops and the US 29 North corridor. This new route would follow the existing commuter route alignment serving Mineral, Louisa and the Zion Crossroads park-and-ride lot and then travel directly to Martha Jefferson Hospital at Pantops via I-64 and US 250. After serving Martha Jefferson Hospital, it would continue via US 250 and Hydraulic Road to the US 29 North corridor, ending at Hollymead Town Center. One a.m. and one p.m. peak commuter trip would require one additional vehicle.

  - *I-64 Waynesboro (Augusta County)/Crozet (C8):* This commuter service would provide limited stop service from Waynesboro in Augusta County to downtown Charlottesville and employment centers north of Hollymead, with a Park & Ride location near Crozet at I-64 and US 250. This service would provide one a.m. peak and one p.m. peak trip with one vehicle.

    It should be noted that Virginia Regional Transit (VRT) operated a similar service until recently called the Shenandoah Express. The route operated from Waynesboro to the CAT transit center every Monday, Wednesday and Friday, as detailed in the section below on needs outside the current service area.

  - *Crozet to Charlottesville (C9):* This commuter service would provide limited stop service from the rapidly growing area of Crozet to the UVA area, downtown Charlottesville and Martha Jefferson Hospital, with connections available to CAT routes as well. Two round-trips per day would operate Monday through Friday and require one additional vehicle.

- *Ruckersville (Greene County) to Charlottesville (C10):* Previously operated as the Big Blue Bus, this service was discontinued due to low ridership. However, recent development activity along the US 29 corridor may warrant new demand for this service in the future with one a.m. and one p.m. peak commuter trip. This service would provide two round trip connections between Ruckersville, employment centers along US 29 and Downtown Charlottesville utilizing one vehicle. Greene County Transit would be the preferred provider, but if they are reluctant to take on this challenge, JAUNT could provide it. It would require one additional vehicle.

- *Charlottesville to Shenandoah National Park (C11):* After several months of active discussions, JAUNT began providing seasonal trips to Shenandoah National Park in May 2011, primarily for park employees but also for visitors. This service provides one round-trip each week for 35 weeks of the year, from Shenandoah National Park to Charlottesville on Mondays and from Charlottesville to the park on Wednesdays. Because the service is operated in the late afternoon/evening, no additional vehicles are required.

- **Other Service Needs:** In addition to the demand response service, rural routes and commuter routes, other service needs identified for Albemarle County are as follows:

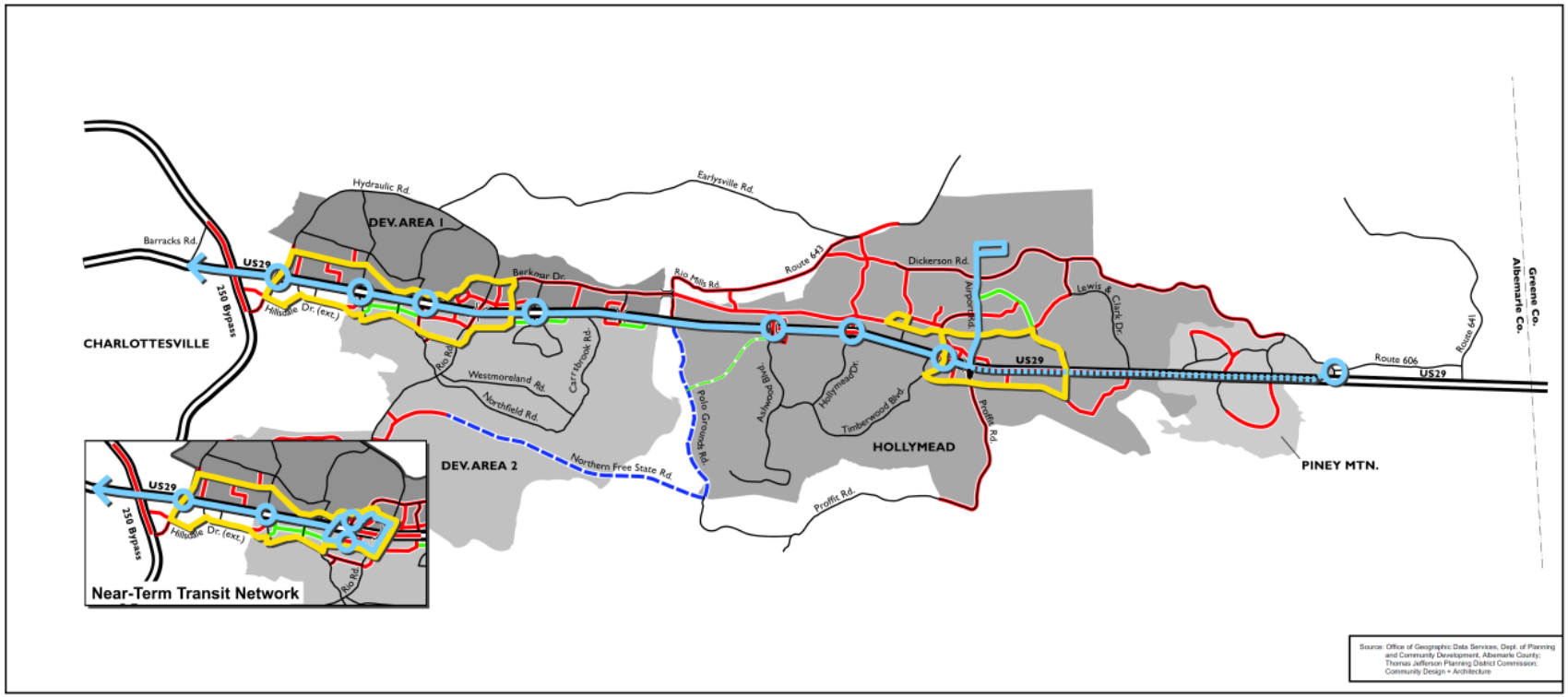
  - *Farmington/Boars Head/Northridge (West of Charlottesville) (L1):* Stakeholders identified employment and residential areas along Ivy Road west of Charlottesville as a service need for route service to access jobs at the Boars Head Inn and Farmington Country Club. This area within the urbanized area is not currently served by CAT, and service to it is not proposed in the CAT Expanded TDP. This service could serve the University of Virginia grounds and UVA's Northridge medical facility and have connections to CAT and UTS routes. JAUNT would need to coordinate with the existing UVA Health System Shuttle to Northridge. The potential may also exist for JAUNT to operate the shuttle. This service would operate seven days a week from 6:00 a.m. until 11:00 p.m. with one vehicle.

  - *After School Programs in Charlottesville, Crozet and Scottsville:* JAUNT's Fluvanna Express provides afterschool service between community schools and facilities. Stakeholders identified a need for a similar service in Charlottesville (L2), Crozet (L3) and Scottsville (L4). This service would be provided from 3:15 p.m. until 6:30 p.m. with one vehicle on each route.

  - *US 29 Corridor (L5):* Service in the US 29 corridor to the Hollymead development, Hollymead Town Center, UVA Research Park, North Pointe, and employment centers to the north was identified by stakeholders as a need. Service in the corridor has been recommended in two separate studies: the US 29 North Corridor Transportation Study (Places 29) and the CAT Expanded TDP.

    Places 29 recommends Bus Rapid Transit (BRT) that would operate on US 29 and would provide a rapid connection from Charlottesville and UVA to Airport Road, the proposed Uptown, and the concentrations of employment at the UVA Research Park at North Fork, Rivanna Station, and GE-Fanuc with stops located at Hydraulic Road, Greenbrier Road and on either side of the proposed Midtown adjacent to Rio Road, as shown in Figure 4-1.

**Figure 4-1: Places 29 Preferred Alternative**




**TRANSPORTATION STUDY**
Thomas Jefferson Planning District Commission
Virginia Department of Transportation

Consulting Team:
Meyer Mohaddes Associates, Inc.
Community Design + Architecture, Inc.
Urban Advantage

**MASTER PLAN**
Albemarle County

Consulting Team:
Community Design + Architecture, Inc.
Meyer Mohaddes Associates, Inc.
ZHA, Inc.
Kathleen M. Galvin, Architect
Timmons Group
Urban Advantage

**LEGEND**

BRT Connects Regional Activity Centers

Local Circulator Service

Long-Term Transit Network
Figure 18

PLACES 29 Creating and Connecting Communities in Northern Albemarle

In the CAT TDP, this corridor is proposed to be served by CAT in the four to six year range from Fashion Square Mall to Hollymead and across US 29 to the Forest Lakes Shopping Center, with service operating Monday through Saturday every 30 minutes during the day and 60 minutes in the evening. Additionally, the CAT TDP Long Range service plan recommends limited stop service in the corridor to Hollymead and the airport, similar to the BRT recommended in Places 29.

Assuming CAT becomes the provider of fixed route service in the US 29 corridor, the need for non-ADA JAUNT service in this corridor is eliminated. JAUNT service in the US 29 corridor is retained in Chapter 4 for future consideration in the event CAT service is not implemented. JAUNT service would be provided along the 29 Corridor to the locations listed above, and could also provide connections to CAT and Greene County Transit routes. This service could ultimately operate seven days a week from 6:00 a.m. until 11:00 p.m. with one vehicle.

JAUNT would, however, be an appropriate provider of the two circulators from fixed route stops to surrounding origins and destinations recommended in Places 29. They are included in the TDP as discussed below.

- *US 29 Corridor Circulators:* One route (L6) would operate between Hydraulic Road and Albemarle Square, following Hillsdale Drive and Cedar Hill Road. A second circulator route (L7) would operate in the Hollymead area connecting North Pointe and the proposed Uptown with Hollymead Town Center. Two vehicles for each route are assumed in order to provide frequent service.
- *Scottsville Circulator (L8):* JAUNT currently provides door-to-door service within the Scottsville and Esmont area on Tuesdays and Thursdays from 10:00 a.m. to 1:30 p.m**.** Stakeholders identified the need for a circulator service in Scottsville. This could be implemented as part of the existing Scottsville rural route service by creating a deviated fixed route service between the hours of 6:00 a.m. and 6:00 p.m. with timed stops at Scottsville Shopping Center and downtown Scottsville. An Intergenerational Center is currently in the planning stages in Esmont; transportation to this facility will be a priority. This service would require one vehicle.
- *Crozet Circulator (L9):* JAUNT currently provides door-to-door service within the Crozet area on Wednesdays from 1:00 to 2:00 p.m. The need for a Crozet Circulator could be met as part of the existing Crozet Rural Route, with deviated fixed route service between the hours of 6:00 a.m. and 6:00 p.m. with timed stops at key locations. This service would require one vehicle.

## Buckingham County

Currently, Buckingham County service includes two commuter routes from Buckingham to Charlottesville. Piedmont Area Transit (PAT) also provides some service from Farmville into Buckingham County. JAUNT completed the *Buckingham Transportation Needs Assessment* in 2010 to identify transit needs in the county.

The following needs were identified as part of that study.

- **Rural Inter-jurisdictional Routes:** The following rural routes are identified in the *Buckingham County Transportation Needs Assessment* report:
    - *Midday Route to Charlottesville (IJ7):* The needs assessment report identifies a midday route to Charlottesville that would operate as demand response service along the corridor from Buckingham to Charlottesville with established arrival and departure times. This service could be provided from one to five days a week using one vehicle.
    - *Buckingham-Cumberland Demand-Responsive Connector/Feeder Service (IJ8):* This service would link homes with existing JAUNT and PAT bus stops and would benefit Middle College students to and from Cumberland (using PAT), clients of Crossroads CSB and STEPS (PAT), and clients of DRS and workforce agencies who have no transportation (JAUNT and PAT). This service is identified as a daily service to accommodate employment transportation needs Monday through Friday. The needs assessment identifies one hour of service in the a.m. and two hours of service in the p.m. period to allow for connections to existing PAT and JAUNT service with one vehicle.
    - *Farmville to Buckingham:* The needs assessment report identifies the need for an additional late afternoon trip from Farmville to Buckingham. Currently, PAT provides one trip, with a second trip needed to allow Buckingham residents the ability to commute to Farmville employment. This service would require one vehicle and is assumed to be operated by PAT, and is therefore not included in Table 4-1.
- **Rural Demand Response:** Currently, Buckingham County does not have intracounty rural demand response service for residents. Recommendations in the needs assessment report include:
    - *Intracounty Service (R5):* The Buckingham County needs assessment report recognizes the need for rural demand response service for residents. This service could operate one to five days a week for seven to 10 hours per day with two vehicles.
- **Existing Commuter Routes (C5)**: Buckingham currently has an early and a later morning commuter route operating from Buckingham to Charlottesville, with different route patterns in the Charlottesville area. The early route operates seven days a week, while the later route operates Monday through Friday. As discussed earlier, modifications to the early morning route to serve Martha Jefferson Hospital at Pantops are needed.

- **New Commuter Routes**: Other commuter service needs for Buckingham identified in the needs assessment include:
    - *Dillwyn to Charlottesville (C12):* Stakeholders identified the need to provide additional commuter service from Dillwyn to Charlottesville. Currently the existing Buckingham routes travel close to downtown Dillwyn, but a better solution would be to add a third commuter route that starts in Dillwyn and travels through Arvonia and the low-income area around Bridgeport Road before heading to Charlottesville. This service would require one vehicle.
    - *Buckingham to Cumberland*: The needs assessment report proposes twice weekly service with direct service from Buckingham to Cumberland to serve Middle College students. This service is assumed to be operated by PAT, and is therefore not included in Table 4-1.
    - *Buckingham to Farmville (C13):* The needs assessment report identifies the need for "express" commuter trips between Buckingham and Farmville without detouring through Cumberland County five days per week. This service could provide one a.m. peak and one p.m. peak trip utilizing one vehicle and could be operated by PAT, JAUNT, or possibly Farmville Area Bus.
- **Other Service Needs:** In addition to demand response service, rural routes and commuter routes, other service needs identified for Buckingham County are as follows:
    - *Buckingham Express Service (L10)*: A potential need is an afterschool service similar to the Fluvanna Express service currently operated by JAUNT. This service would provide a flexible route to afterschool locations from 3:15 p.m. until 6:30 p.m. and would require one vehicle.
    - *Service to Appomattox and Lynchburg (L11):* Additional needs identified during the service evaluation include service to Appomattox and Lynchburg. This service could be provided weekly with one vehicle, to allow residents access to destinations in these communities.
    - *Service to Richmond (L12)*: Stakeholders also expressed an interest in service to Richmond. This service could be operated weekly from Buckingham to Richmond via Highway 60. This service would require one vehicle.

## Fluvanna County

- **Existing Rural Inter-jurisdictional Route (IJ4)**: JAUNT currently operates midday service to Charlottesville on Monday, Thursday and Friday. This TDP's list of service needs includes expansion of this service to six days per week.

- **Rural Demand Response (R2):** Currently, Fluvanna County residents have door-to-door intracounty service throughout the County each Monday through Wednesday from 8:00 a.m. until 5:00 p.m. This TDP identifies the need to extend the service hours and days to Monday through Saturday, from 7:30 a.m. until 9:00 p.m. Adding additional days and hours of service would encourage some of the existing riders to change days, so that ride times on the current route would be reduced.
- **Existing Commuter Routes:** Fluvanna's Commuter Routes provide service between Palmyra and Charlottesville via Route 53 (C1) and between Fork Union and Charlottesville via Rte. 250 (C2) and will be modified in the short-term to serve the relocated Martha Jefferson Hospital at Pantops.
- **New Commuter Route (C7):** As previously discussed, a new route providing direct service to Martha Jefferson Hospital at Pantops and the US 29 North corridor has been included in the TDP.
- **Other Service Needs:** In addition to the demand response service, rural routes and commuter routes, other service needs identified for Fluvanna County are as follows:
    - *Lake Monticello Circulator (L13)*: Outreach efforts revealed a need for a service that is targeted toward Lake Monticello. This service would provide residents around the lake with service one day per week from 10:00 a.m. until 3:00 p.m. and would include a stop in Palmyra, and connections to other regional JAUNT services with one vehicle.
    - *Zion Crossroads Circulator (L14):* Stakeholders also identified the need for service focused on Zion Crossroads. Zion Crossroads is developing as a regional center, including medical facilities operated by Martha Jefferson Hospital and UVA and UVA's existing dialysis center. As development continues in the Zion Crossroads area at the Fluvanna County and Louisa County border, circulator service focused in the area surrounding Zion Crossroads and extending to Palmyra may be warranted. This service is proposed to be operated in the midday Monday through Friday and would require one vehicle operating from 10:00 a.m. to 3:00 p.m.

## Louisa County

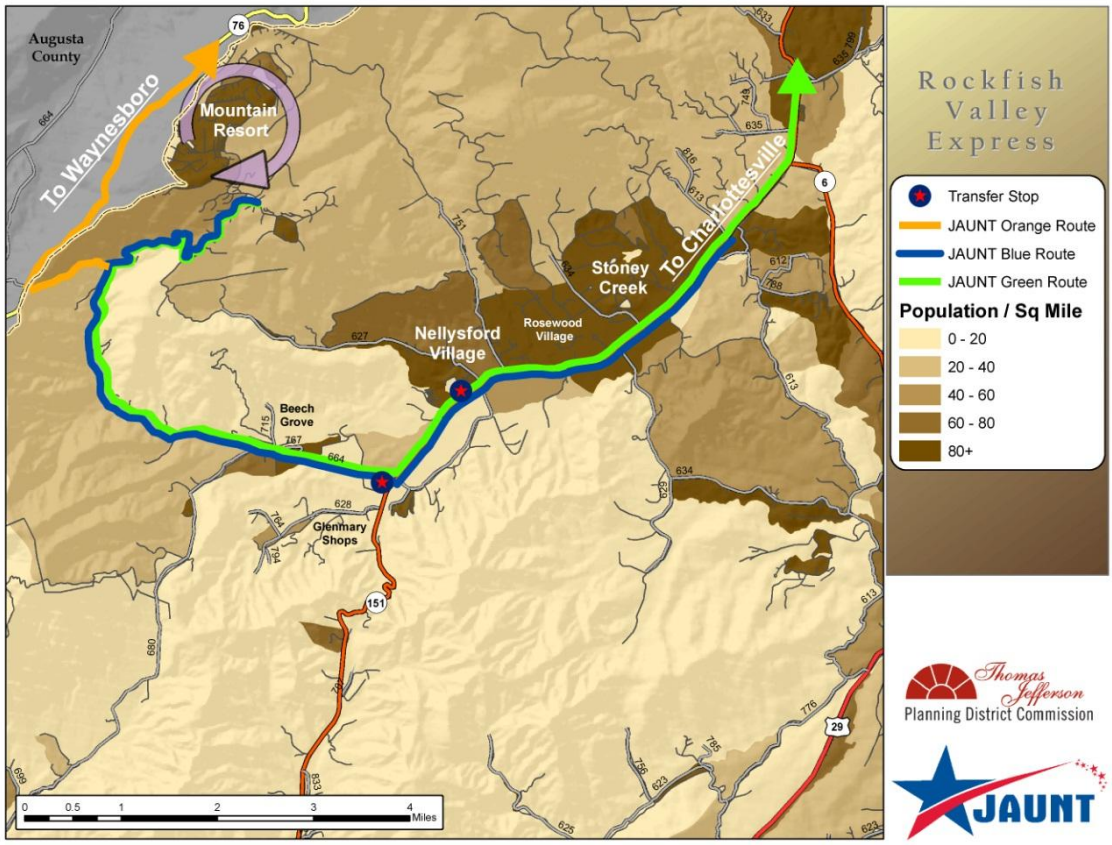
- **Existing Rural Inter-jurisdictional Routes (IJ5)**: Rural service in Louisa County currently includes Midday Service to Charlottesville Monday through Friday, with one roundtrip per day and an additional roundtrip on Wednesday. This TDP identifies a need to increase the days of service to Monday through Saturday with two round trips each day, requiring one additional bus, to shorten the current lengthy travel times.

- **New Rural Inter-jurisdictional Routes:** In addition to the existing midday rural route, stakeholder outreach identified the need for the following new routes:
    - *Eastern Louisa County (IJ9):* This is proposed as scheduled deviated fixed route service in eastern Louisa County with service between Lake Anna, Mineral and Louisa. This service could be provided during the midday, two days per week using one vehicle.
    - *Louisa to Orange County (IJ10)*: This service could be operated as door-to-door service between Louisa and Gordonsville and would provide connections to the Town of Orange Transit (TOOT) service in Gordonsville, as well as to the dialysis center in Orange. This service could be operated three days per week in the midday using one vehicle.
- **Rural Demand Response (R3):** JAUNT presently provides rural demand response service in Louisa County Monday through Saturday from 7:00 a.m. until 4:30 p.m. This TDP identifies a need to expand the hours of the service to 6 a.m. and 9:00 p.m. Adding additional hours of service would spread the demand over the course of the day, so that ride times on the current route would be reduced.
- **New Commuter Route (C7):** Currently, one commuter route operates from Mineral and Louisa to Zion Crossroads and Charlottesville. This TDP identifies a need for a second commuter route dedicated to serving the relocated Martha Jefferson Hospital and employment areas along the US 29 corridor. The second commuter route would require one additional vehicle.
- **Other Service Needs:** In addition to demand response service, rural routes and commuter routes, other service needs identified for Louisa County are as follows:
    - *Zion Crossroads Circulator (L14):* As previously discussed, weekday midday circulator service may be warranted given the continued development in the Zion Crossroads area at the border of Fluvanna and Louisa counties.
    - *Louisa to Richmond and Fredericksburg:* Stakeholder outreach identified a desire for residents in Louisa County to access Fredericksburg (L15) or Richmond (L16). Service to Fredericksburg from Louisa could travel via Route 208 with a connection to Fredericksburg Regional Transit (FRED) at the Spotsylvania Courthouse or FRED's Lee's Hill transfer point. Service needs between Lake Anna and Spotsylvania could also be accommodated with this service. Another route could go to Richmond via I-64 to the Gum Springs Park & Ride in Goochland County and Short Pump Shopping Center in Henrico County. This service is identified as one round trip once weekly to Spotsylvania/ Fredericksburg using one vehicle, and one round trip once weekly to Short Pump Shopping Center/Richmond using one vehicle.

## Nelson County

- **Existing Rural Inter-jurisdictional Route (IJ6):** Nelson County residents presently can travel via door-to-door service to Charlottesville on Monday, Wednesday and Friday during the midday. This TDP identifies a need to extend this service to five days per week, Monday through Friday. Adding additional days of service would encourage some of the existing riders to change days, so that ride times on the current route would be reduced. In the long-term, weekend and night service may also be needed for service industry workers.
- **New Rural Inter-jurisdictional Routes:** The Rockfish Valley Express transit study identifies needs for transit service between the Wintergreen Resort Villages, the Villages of Nellysford, Glen Mary and Beech Grove, as well as Charlottesville and Waynesboro, as shown in Figure 4-2.

**Figure 4-2: Proposed Rockfish Valley Express Service**



The following routes were identified in the study:

- *Blue Route (IJ11):* This is a proposed local fixed route to mountaintop and Rockfish Valley destinations. It would serve as a connector between Wintergreen's Mountain Inn and Nellysford with access to lunch, dinner and shopping options. In Phase I, it would operate on Monday through Thursday, with trips leaving at 11:00 a.m., 5:00 p.m. and 6:00 p.m. and returning at 1:00 p.m., 7:30 p.m. and 9:30 p.m. Stops include Beech Grove, Glen Mary and Nellysford. On Friday through Sunday, this service would be hourly from 6:30 a.m. until 11:00 p.m. In Phase II, one additional round trip would be added. This service would require two vehicles.
- *Green Route (IJ12):* This route would connect Rockfish Valley and the CAT Transit Station in downtown Charlottesville with stops at Nellysford for travelers and day-skiers. In Phase I, trips would leave the Mountain Inn at 8:00 a.m., 10:30 a.m. and 5:00 p.m., with later service leaving Wintergreen at 10:30 p.m. during peak skiing season (December 15 through March 15). Trips from Charlottesville would depart at 6:45 a.m., 9:15 a.m., 11:15 a.m., 3:30 p.m. and 6:30 p.m. seven days a week. Phase I service would require one vehicle. In Phase II, a second bus would be added, doubling the number of trips.
- *Orange Route (IJ13):* In Phase II, this service would connect Wintergreen to Waynesboro with trips leaving the Mountain Inn at 8:00 a.m. and 1:00 p.m. and returning at 11:00 a.m. and 4:00 p.m. seven days a week. This service would require one vehicle.

- **Rural Demand Response (R4):** Currently, Nelson County has rural demand response service that operates Mondays, Tuesdays and Thursdays. This TDP identifies a need for service throughout Nelson County Monday through Friday. Adding additional days and hours of service would encourage some of the existing riders to change days, so that ride times on the current route would be reduced. In the long-term, weekend and night service may also be needed for service industry workers.
- **Existing Commuter Routes:** Currently, Nelson County residents can travel on JAUNT from Lovingston (C3) and Roseland (C4) to Charlottesville via Route 29. This TDP identifies the need to increase the capacity of service to Martha Jefferson Hospital. This TDP recommends designating the Lovingston Route to serve employment north of Hollymead on US 29 and the Roseland Route to serve UVA and Martha Jefferson Hospital.
- **New Commuter Route (C14):** A future need for a commuter route exists along Route 151 from Roseland to Afton, serving employment along the corridor, as well as continuing to Waynesboro. This service could be offered in the a.m. and p.m. peak periods, Monday through Friday and would require one vehicle.

- **Other Service Needs:** In addition to the demand response service, rural routes and commuter routes, other service needs identified for Nelson County are as follows:
    - *Continuing grant-funded service to the Nelson County Food Pantry once a month (L17).* No additional vehicles would be needed for this service.
    - *Service to the food distributions every other Tuesday from 10:30 a.m. to 12:00 p.m. at the Nelson Center*. It is assumed this need can be accommodated by the existing intracounty route. No additional vehicles would be needed.
    - *Service to Amherst and Lynchburg (L18)*: Nelson's proximity to Lynchburg and Amherst generates a demand for trips from Nelson County. This intercity service could be provided from Central Nelson to Amherst and Lynchburg via Route 29 once a week utilizing one vehicle. Although a similar route was attempted some years ago, growth in Lynchburg area opportunities may warrant this addition.

## Needs Outside Existing Service Area

In addition to service needs inside the JAUNT service area, which includes the City of Charlottesville, Albemarle County, Buckingham County, Fluvanna County, Louisa County and Nelson County, the Chapter 3 service evaluation and stakeholder outreach efforts identified future needs beyond the current service area. Service requirements (i.e., revenue hours and vehicles) and costs have not been estimated for the needs outside the existing service area.

Some of these needs have been described in the previous county descriptions. Some of these service needs are also identified in the Virginia Regional Transit (VRT) TDP for FY 2008 - 2013. The VRT TDP notes that it will be essential to explore regional approaches to funding the inter-jurisdictional trips proposed in the TDP, in partnership with DRPT. This TDP indicates a need for JAUNT to pursue regional coordination and to maintain flexibility to adapt to regional changes in the provision of transit service. While specific routes may not be identified in this TDP for some of these areas, the following are potential regional needs that may arise in areas outside of JAUNT's current service area.

- **Orange County (X1):** Rural routes are needed to vineyards in Barboursville in the reverse commute direction, and connections are identified to Gordonsville and TOOT service. The Town of Orange Transit (TOOT), operated by VRT, currently provides fixed route service between Orange and Gordonsville. VRT's TDP proposes peak period express service to Charlottesville from the Town of Orange via Gordonsville, connecting to the existing TOOT route. Service would operate Monday through Friday, with two trips into Charlottesville in the a.m. and two returning to Orange County in the p.m. This express service would predominantly serve medical trips to the UVA Hospital, but also employment trips. This route was proposed in years three to four of the TDP, meaning it was envisioned to be implemented in FY 2010 or FY 2011 at the time the TDP was completed.
- **Greene County (X2):** With the development of the US 29 Corridor north of Charlottesville, the need for service and connections to Greene County will grow. Greene County Transit currently provides demand responsive, door-to-door transit.

- **Madison County/Culpeper County (X3):** The newly implemented Foothills Express from Culpeper and Madison provides the first public transit connection from these areas to Charlottesville. As this service progresses, demand for rural demand response may arise. The Culpeper Connector, operated by VRT, currently provides two fixed routes in the Town of Culpeper and its environs meeting at the Depot Visitor's Center. VRT's TDP proposes peak period express service to Charlottesville from the Town of Culpeper, connecting to the existing Culpeper Connector routes. Service would operate Monday through Friday, with two trips into Charlottesville in the a.m. and two returning to Culpeper County in the p.m. This express service would predominantly serve medical trips to the UVA Hospital, but also employment trips. This route was proposed in years one and two of the TDP, meaning it was envisioned to be implemented in FY 2008 or FY 2009 at the time the TDP was completed.
- **Augusta County (X4):** Access to the communities of Waynesboro and potentially Staunton may warrant additional inter-jurisdictional service in the future beyond what VRT is already providing. VRT currently operates fixed route service in Augusta County, with nine routes and three transfer points (in Staunton, Waynesboro, and at Blue Ridge Community College). VRT's TDP proposes peak period express service to Charlottesville from Staunton via Waynesboro, connecting to local routes within Augusta County. Service was proposed to operate Monday through Friday, with two trips into Charlottesville in the a.m. and two returning to Augusta County in the p.m. As with the other proposed VRT express trips into Charlottesville, this express service would predominantly serve medical trips to the UVA Hospital, but also employment trips. This route was proposed in years three and four of the TDP, meaning it was envisioned to be implemented in FY 2010 or FY 2011 at the time the TDP was completed. Since that time, VRT implemented the Shenandoah Express route from the transit hub at the Waynesboro Walmart to the CAT transit center in Charlottesville, returning via the UVA Hospital on Monday, Wednesday and Friday, with three a.m. trips and three p.m. trips. However, VRT recently ceased operation of this route due to low ridership and an expiring grant.
- **Amherst County (X5):** Access to Amherst County and Lynchburg, particularly from Nelson County, as well as connections between Charlottesville and Lynchburg, are identified as future service needs. The Greater Lynchburg Transit Company (GLTC) currently operates 14 fixed routes which meet at the Plaza. Two routes into Amherst County were recently consolidated and reconfigured as Route 51, which ends at the Madison Heights Walmart.
- **Appomattox County (X6):** Buckingham County residents' proximity to Appomattox may warrant connections in the future.
- **Prince Edward County (X7):** As described above, connections to Farmville in Prince Edward County, particularly from Buckingham County, will continue to be a need. Farmville Area Bus currently provides five fixed routes in Farmville and Prince Edward County.
- **Cumberland County (X8):** A close proximity to Cumberland County en route to Richmond may create demand for service connections from Dillwyn and Buckingham. Additionally, outreach has revealed a demand for rural demand response service in Cumberland County.

- **Goochland County (X9):** Outreach efforts revealed a potential need for connections to Goochland County, particularly from Fluvanna and Louisa Counties, as well as the need for coordinated human service agency transportation within the County.
- **Spotsylvania County/City of Fredericksburg (X10):** Spotsylvania County and Fredericksburg provide attractions, shopping, and access to VRE commuter rail service to Washington DC, which may attract JAUNT riders, particularly in Louisa County from the Lake Anna area. The City of Fredericksburg and four surrounding counties, including Spotsylvania, are served by FREDericksburg Regional Transit (FRED). In Spotsylvania County, FRED operates three deviated fixed routes meeting at the Lee's Hill transfer point and connecting service to the rest of the FRED system.
- **City of Richmond (X11):** With a large airport, access to government buildings, medical facilities and other regional services, the City of Richmond will continue to be a draw for citizens in the JAUNT service area. Transportation to McGuire Veterans Administration Medical Center from all of JAUNT's service area may be needed. Greater Richmond Transit Company (GRTC) fixed routes meet downtown, and service to the McGuire Veterans Administration Medical Center is provided.
- **Access to Rail (X12):** Finally, stakeholders have identified the need to provide service that feeds into the many rail projects planned throughout the region.

## 4.2 Facility, Equipment and Administrative Needs

### Vehicle Fleet

The following vehicle purchases would be required for all service needs identified in this chapter.

- *Replacement Vehicles*: During the timeframe of this TDP, JAUNT's entire fleet of 69 revenue vehicles will need to be replaced. Currently, JAUNT has been replacing vehicles well after the recommended replacement mileage of 100,000 miles, but is in the process of setting 100,000 miles as the goal for replacement. Using 100,000 miles as the replacement mileage, JAUNT has an immediate need to replace 25 vehicles in FY 2012. Future year replacements would vary significantly by years, with three replaced in FY 2013, one replaced in FY 2014, six replaced in FY 2015, 34 replaced in FY 2016 and none replaced in FY 2017. Large swings in capital outlay requirements for vehicles as well as the average age of the fleet can make it difficult to replace vehicles on a regular scheduled basis. With this in mind, Chapter 6 of the TDP recommends JAUNT implement a more stable vehicle replacement plan for out years to smooth out the number of vehicles purchased each year, resulting in a relatively consistent average fleet age.

## Table 4-1: Summary of Unconstrained Service Improvement Needs

| Need ID | Service Improvement | Pg. # | Jurisdiction | Span & Frequency |
|---|---|---|---|---|
| | **ADA Paratransit Service** | | | |
| **A1** | **Existing Service:** Continued expansion in trips and associated revenue hours | Pg. 4-2 | Urban Albemarle County | n/a |
| | **Human Services** | | | |
| **HS1** | **Existing Service:** Continue to adapt services provided to agencies | Pg. 4-2 | Human Services | n/a |
| **HS2** | **New Service:** Continue to work with new Human Service Agencies/Employers in need of Transportation | Pg. 4-2 | Human Services | n/a |
| **HS3** | **New Service:** work with PACE program | Pg. 4-2 | Human Services | n/a |
| **HS4** | **New Service:** Purchase vehicles for agency pool use | Pg. 4-3 | Human Services | n/a |
| | **Rural Inter-jurisdictional Routes** | | | |
| **IJ1** | **Existing Service:** Crozet - Extend Service Hours/Days | Pg. 4-3 | Albemarle | Monday - Saturday; 6:00 a.m. - 10:00 p.m.; every 2 hours |
| **IJ2** | **Existing Service:** Scottsville & Esmont - Extend Service Hours/Days | Pg. 4-3 | Albemarle | Monday - Saturday; 6:00 a.m. - 10:00 p.m.; every 3 hours |
| **IJ3** | **Existing Service:** Keswick - Extend Service Hours/Days | Pg. 4-3 | Albemarle | Monday - Saturday; 6:00 a.m. - 10:00 p.m. |
| **IJ4** | **Existing Service:** Fluvanna Midday- Extend Days of Service | Pg. 4-11 | Fluvanna | Monday - Saturday; 1 midday round trip |
| **IJ5** | **Existing Service:** Louisa Midday- Extend Days of Service and Increase Number of Trips | Pg. 4-12 | Louisa | Monday - Saturday; 2 midday round trips |
| **IJ6** | **Existing Service:** Nelson Midday - Extend Days of Service | Pg. 4-13 | Nelson | Monday - Friday; 1 midday round trip |
| **IJ7** | **New Service:** Buckingham to Charlottesville Midday | Pg. 4-9 | Buckingham | Monday - Friday; 1 midday round trip |
| **IJ8** | **New Service:** Buckingham to Cumberland Connector/Feeder | Pg. 4-9 | Buckingham | Twice a week; one a.m. & one p.m. peak trip |
| **IJ9** | **New Service:** Eastern Louisa County - Lake Anna, Mineral, Louisa | Pg. 4-12 | Louisa | Twice per week; 1 midday round trip |
| **IJ10** | **New Service:** Louisa to Orange County/Gordonsville | Pg. 4-12 | Louisa, Orange County | Three times per week; 1 midday round trip |
| **IJ11** | **New Service:** Rockfish Valley Express-Blue Route (Phase II) | Pg. 4-13 | Nelson | Monday - Thursday: 11:00 a.m. - 9:30 p.m.; Friday - Sunday: 6:30 a.m. - 11:00 p.m. |
| **IJ12** | **New Service:** Rockfish Valley Express-Green Route (Phase II) | Pg. 4-14 | Nelson, Charlottesville | Monday - Sunday: 6:45 a.m. - 6:30 p.m. (10:30 p.m. during peak season) |
| **IJ13** | **New Service:** Rockfish Valley Express - Orange Route (Phase II) | Pg. 4-14 | Nelson/Outside | Monday - Sunday 8:00 a.m. - 4:00 p.m. |
| | **Rural Intracounty Demand Response** | | | |
| **R1** | **Existing Service:** Extend Service Hours/Days in Albemarle County | Pg. 4-3 | Albemarle | Monday-Friday: 6:00 a.m. - 10:00 p.m.; Saturday-Sunday: 8:00 a.m. - 10:00 p.m. |
| **R2** | **Existing Service:** Extend Service Hours/Days in Fluvanna County | Pg. 4-11 | Fluvanna | Monday - Saturday: 7:30 a.m. - 9:00 p.m. |
| **R3** | **Existing Service:** Extend Service Hours/Days in Louisa County | Pg. 4-12 | Louisa | Monday - Saturday:6:00 a.m. - 9:00 p.m. |
| **R4** | **Existing Service:** Extend Service Area/Hours/Days in Nelson County | Pg. 4-14 | Nelson | Monday - Friday: 7:30 a.m. - 10:00 p.m.; Saturday - Sunday: 8:00 a.m. - 10:00 p.m. |
| **R5** | **New Service:** Buckingham County Intracounty Demand Response | Pg. 4-9 | Buckingham | Monday - Friday: 8:00 a.m. - 6:00 p.m. |

## Table 4-1: Summary of Unconstrained Service Improvement Needs (Continued)

| Need ID | Service Improvement | Pg. # | Jurisdiction | Span & Frequency |
|---|---|---|---|---|
| | **Commuter Routes** | | | |
| C1 | **Existing Service**: Fluvanna Palmyra Commuter Route - modified to serve new MJH location | Pg. 4-4, 4-11 | Albemarle, Fluvanna | No Change |
| C2 | **Existing Service**: Fluvanna Fork Union Commuter Route - modified to serve new MJH location | Pg. 4-4, 4-11 | Albemarle, Fluvanna | No Change |
| C3 | **Existing Service:** Nelson Lovingston Express Route -modified to serve US 29 Corridor | Pg. 4-4, 4-15 | Albemarle, Nelson | No Change |
| C4 | **Existing Service:** Nelson Roseland Route - modified to serve new MJH location | Pg. 4-4, 4-15 | Albemarle, Nelson | No Change |
| C5 | **Existing Service**: early Buckingham Commuter Route - modified to serve new MJH Location | Pg. 4-4, 4-10 | Albemarle, Buckingham | No Change |
| C6 | **New Service:** Palmyra to MJH and US 29 Corridor | Pg. 4-5 | Albemarle, Fluvanna | Monday - Friday: one a.m. & one p.m. peak trip |
| C7 | **New Service:** Mineral & Louisa to MJH and 29 Corridor | Pg. 4-5, 4-11 | Albermarle, Louisa | Monday - Friday: one a.m. & one p.m. peak trip |
| C8 | **New Service:** I-64 Waynesboro/Crozet to US 29 corridor | Pg. 4-5 | Albemarle/Outside | Monday - Friday: one a.m. & one p.m. peak trip |
| C9 | **New Service:** Crozet Commuter to Charlottesville | Pg. 4-5 | Albemarle | Monday-Friday: two a.m. peak & two p.m. peak trip |
| C10 | **New Service:** Ruckersville (Greene County) to Charlottesville | Pg. 4-5 | Albemarle/Outside | Monday - Friday: one a.m. & one p.m. peak trip |
| C11 | **New Service:** Charlottesville to Shenandoah National Park | Pg. 4-6 | Albemarle/Outside | 1 round-trip per week seasonally (35 weeks per year) |
| C12 | **New Service:** Dillwyn to Charlottesville via Arvonia, Bridgeport Rd | Pg. 4-10 | Buckingham | Monday - Friday: one a.m. & one p.m. peak trip |
| C13 | **New Service:** Buckingham to Farmville | Pg. 4-10 | Buckingham | Monday - Friday: one a.m. & one p.m. peak trip |
| C14 | **New Service:** 151 Corridor - Roseland, Afton, Waynesboro | Pg. 4-15 | Nelson/Outside | Monday - Friday: one a.m. & one p.m. peak trip |
| | **Other Service Needs** | | | |
| L1 | **New Service:** Farmington/Boars Head/Northridge | Pg. 4-6 | Albemarle | Seven days/week; 6:00 a.m. - 11:00 p.m. |
| L2 | **New Service:** Charlottesville Express - After School Program | Pg. 4-6 | Charlottesville | Monday - Friday druing school year; 3:15 p.m. - 6:30 p.m. |
| L3 | **New Service:** Crozet Express - After School Program | Pg. 4-6 | Albemarle | Monday - Friday druing school year; 3:15 p.m. - 6:30 p.m. |
| L4 | **New Service:** Scottsville - After School Program | Pg. 4-6 | Albemarle | Monday - Friday druing school year; 3:15 p.m. - 6:30 p.m. |
| L5 | **New Service:** 29 Corridor Non-ADA Service | Pg. 4-6 | Albemarle | Seven days/week; 6:00 a.m. - 11:00 p.m. |
| L6 | **New Service:** US 29 Circulator - Hydraulic Road | Pg. 4-8 | Albemarle | Monday - Saturday; 6:00 a.m. - 11:45 p.m.; Sunday 7:30 a.m. - 10:00 p.m. |
| L7 | **New Service:** US 29 Circulator - Hollymead | Pg. 4-8 | Albemarle | Monday - Saturday; 6:00 a.m. - 11:45 p.m.; Sunday 7:30 a.m. - 10:00 p.m. |
| L8 | **New Service:** Scottsville Circulator | Pg. 4-8 | Albemarle | Monday - Friday: 6:00 a.m. - 6:00 p.m. |
| L9 | **New Service:** Crozet Circulator | Pg. 4-8 | Albemarle | Monday - Friday: 6:00 a.m. - 6:00 p.m. |
| L10 | **New Service:** Buckingham Express - After School Program | Pg. 4-10 | Buckingham | Monday - Friday; 3:15 p.m. - 6:30 p.m. |
| L11 | **New Service:** Intercity Service - Buckingham to Appomattox - Lynchburg | Pg. 4-10 | Buckingham | Once a week; 1 round trip |
| L12 | **New Service:** Intercity Service - Buckingham to Richmond | Pg. 4-10 | Buckingham | Once a week; 1 round trip |
| L13 | **New Service:** Lake Monticello Circulator | Pg. 4-11 | Fluvanna | Once a week; 10:00 a.m. - 3:00 p.m. |
| L14 | **New Service:** Zion Crossroads Feeder | Pg. 4-11, 4-13 | Fluvanna, Louisa | Monday through Friday; 10:00 a.m. - 3:00 p.m. |
| L15 | **New Service:** Intercity - Louisa to Fredericksburg, VA | Pg. 4-13 | Louisa | Once a week; 1 round trip |
| L16 | **New Service:** Intercity - Louisa to Richmond, VA | Pg. 4-13 | Louisa | Once a week; 1 round trip |
| L17 | **Existing Service:** Continue grant-funded monthly service to the Nelson Food Pantry | Pg. 4-15 | Nelson | Once a month; two round trips 8 a.m. to noon |
| L18 | **New Service:** Intercity - Central Nelson to Amherst & Lynchburg | Pg. 4-15 | Nelson | Once a week; 1 round trip |

## Table 4-1: Summary of Unconstrained Service Improvement Needs (Continued)

| Need ID | Service Improvement | Pg. # | Jurisdiction | Span & Frequency |
|---|---|---|---|---|
| | **Regional Coordination Needs** | | | |
| **X1** | Barboursville, Gordonsville | Pg. 4-16 | Orange County | n/a |
| **X2** | US 29 Corridor | Pg. 4-16 | Greene County | n/a |
| **X3** | Foothills Express, Demand Response | Pg. 4-16 | Madison County, Culpeper County | n/a |
| **X4** | Waynesboro, Staunton | Pg. 4-16 | Augusta County | n/a |
| **X5** | Amherst, Lynchburg | Pg. 4-17 | Amherst County | n/a |
| **X6** | Appomattox | Pg. 4-17 | Appomattox County | n/a |
| **X7** | Farmville | Pg. 4-17 | Prince Edward County | n/a |
| **X8** | Cumberland | Pg. 4-17 | Cumberland County | n/a |
| **X9** | Goochland | Pg. 4-17 | Goochland County | n/a |
| **X10** | Spotsylvania, City of Fredericksburg | Pg. 4-17 | Spotsylvania County | n/a |
| **X11** | City of Richmond, Short Pump | Pg. 4-17 | Henrico County | n/a |
| **X12** | Access to Regional/Intercity Rail Service | Pg. 4-17 | Virginia | n/a |

- *Expansion Vehicles:* Service expansion projects described in Section 4.1 require an additional 48 vehicles in service. An extra 17 vehicles would be needed for spares to maintain JAUNT's current spare ratio. Thus, a total of 65 additional vehicles are needed if all service needs identified in this chapter were to be implemented. It is important to note that the number of expansion vehicles does not take into account vehicles being shared across several service types at different time periods during the day.
- *Non-Revenue Vehicles:* In addition to revenue vehicles, it is assumed JAUNT will replace four non-revenue vehicles during the timeframe of this TDP. Additional supervisor vehicles may be needed as JAUNT continues to expand service.

## Facility Improvements

The following facility improvements are identified as needs during the timeframe of this TDP.

- *Satellite Office:* Due to the large service area, there is a stated need for a satellite location for vehicle storage. The most likely location for this facility would be in Louisa County to accommodate existing and proposed expanded services in Fluvanna and Louisa Counties. Further analysis as to the feasibility, need for and location of this facility is proposed during the timeframe of this TDP.
- *Propane Fuel Vehicle Conversion:* Staff identified a desire to move towards an alternate fuel for its environmental benefits. It appears propane would be the most viable choice for JAUNT. At a minimum, implementation of a propane fleet would include the purchase of a fueling station and new vehicles that run on propane. The project could also include retrofitting the existing vehicle fleet to propane.
- *Bus Wash Area:* Staff identified the need for a bus wash area at the JAUNT facility.

## Bus Stop Amenities

Because of the door-to-door nature of JAUNT service, the service area has a limited number of designated bus stops, particularly with shelters. This TDP identifies the following bus stop amenity needs:

- *Fixed Transit Stops:* This TDP identifies the need to provide signage at stops on commuter routes at fixed stops throughout the service area. Table 4-2 provides a list of stops currently identified for FY 2011 and future years. The implementation of new commuter routes will warrant additional signs as well.
- *Passenger Shelters:* In addition to fixed transit stops, stakeholders revealed a desire for passenger shelters at key origins and destinations, such as Dillwyn, Fork Union, and Lake Monticello. This TDP recommends implementing a program for placing shelters throughout the service area in areas where passengers congregate to wait for the bus (typically based on a minimum daily boarding volume).

## Table 4-2: Existing/Planned Bus Stop Locations

| SPRING 2011 | |
|---|---|
| **County** | **Location** |
| **Fluvanna County** | Fork Union Pharmacy |
| | Beaver Dam Baptist Church |
| | St Peter & Paul Catholic Church |
| | Food Lion - Lake Monticello |
| | Effort Baptist Church |
| | CVS |
| | BP Station |
| **Louisa County** | Mineral Express Lane |
| | Food Lion – Louisa |
| | Zion Crossroads P&R |
| **Buckingham County** | Ducks Corner Store |
| | Buckingham Admin Bldg. |
| | Dillwyn Food Lion – Completed |
| | Midway Market |
| | Re-Store 'N Station (formerly Ali's Market) |
| | Downtown Scottsville |
| **Nelson and Amherst** | Wintergreen Resort |
| | Lovingston (IGA) |
| | Blue Ridge Medical Center |
| | Amherst mini-mart |

## Table 4-2: Existing/Planned Bus Stop Locations (Continued)

| FUTURE | |
|---|---|
| **Rural Albemarle County** | Mountainside Senior Living in Crozet |
| **Charlottesville & urban Albemarle** | ***Designate stops in the urban area JAUNT Loading Areas*** |
| | Key Recreation Center |
| | CVS at Barracks (Wintergreen) |
| | Kroger at Barracks |
| | Kroger at Rio Hill |
| | Kroger at Hydraulic – possibly co-locate with new CAT shelter |
| | Walmart |
| | Kmart |

## Technology

JAUNT services require coordination across several jurisdictions and service types. Thus, technology plays an important role in the provision of efficient service. The following technological improvements are identified as needs during the timeframe of this TDP.

- *Mobile Data Computer System (MDCs):* JAUNT has a need to replace and upgrade its Mobile Data Computer System over the next two years including all MDCs on vehicles, software and middleware for integration into Trapeze software.
- *Computer and IT Hardware and Software:* The purchase and upgrades of computer and IT hardware and software will be on-going needs over the life of the TDP. These needs include periodic upgrades to JAUNT's mapping software.

## Staffing Positions

Although the system has grown, staffing levels and wages have not increased commensurately. The 2008 JAUNT TDP identified staffing needs, and many of those recommendations are still valid. One exception is that JAUNT has hired a full-time IT person.

This TDP identifies the following needs related to staff expansion:

- Raises/benefit increase for staff
- One Supervisor
- A second Assistant Director
- Upgrade Chief Mechanic to Maintenance Manager
- Two Drivers for extra board
- Additional cross-trained Dispatcher/Reservationist

## Marketing

This TDP identifies the need to increase the marketing budget significantly in order to meet the challenges of reaching potential passengers in JAUNT's large service area. Current information should be disseminated about the transportation options, span and frequency, certification process, and fares for each service area on an ongoing basis. The marketing strategy should be nimble. It needs to be flexible enough to address immediate growth potential in specific services and areas by providing information tailored to a specific type of passenger (i.e., commuter versus senior citizens), while reinforcing an overarching, established brand that has favorable recognition in the community.

Identified strategies that could be employed to achieve this goal include:

- Brochures that describe the JAUNT services available in each area
- Addressing the needs of the local Hispanic community through Spanish translations of printed materials, website translation application, and the use of a translation service by Reservations and Dispatch
- Posters and flyers
- Cable TV, radio, and newspaper ads
- Passenger incentives
- Presentations to senior citizen centers, human service agencies, and employers
- Continued outreach through participation in community events in each service area (i.e., parades, fairs)
- Website redesign to make it current and user friendly

## 4.3 Funding Requirements

Potential costs were estimated for the service and facility unconstrained needs identified above (in FY 2012 dollars). Cost assumptions used in this determination of funding requirements are as follows:

- An operating cost of $37.76 per revenue hour has been used (in FY 2012 dollars);
- For JAUNT's current 12, 14, and 18-passenger vehicles, replacement vehicle costs are assumed at a FY 2012 unit cost of $75,000, which is the average cost of JAUNT's 14 and 18 passenger body-on-chassis (BOC) vehicles. JAUNT's 24-passenger medium duty chassis vehicle is assumed at a FY 2012 unit cost of $104,300.
- Expansion vehicles are assumed to be a mix of 14, 18 and 24-passenger vehicles at an average unit cost of $89,650 (in FY 2012 dollars).
- Management and supervisory service vehicle replacements are assumed at a FY 2012 unit cost of $34,000;
- Weekday service is assumed to operate 255 days per year; Saturday service is 52 days per year; and Sunday service is assumed at 52 days per year.

As shown in Table 4-3, annual operating costs for all identified unconstrained service needs (not including service needs identified for areas outside of the existing JAUNT service area) total $5.9 million. Revenue vehicle replacement needs total $5.3 million, non-revenue vehicle replacements total $144,000 and revenue vehicle expansion needs total $6.0 million, for a total of $11.4 million, as shown in Table 4-4. Table 4-5 shows other facility improvements and other equipment needs, which total $1.9 million. Table 4-6 shows annual administrative (staffing and marketing) needs, which total $439,200.

## Table 4-3: Estimates of Service Requirements and O&M Costs for Unconstrained Service Needs in FY 2012 dollars

| Need ID | Service Improvement | Pg. # | Jurisdiction | # of Expansion Vehicles | Weekday Hours | Saturday Hours | Sunday Hours | Annual Hours | Total Annual Cost |
|---|---|---|---|---|---|---|---|---|---|
| | **ADA Paratransit Service** | | | | | | | | |
| **A1** | **Existing Service:** Continued expansion in trips and associated revenue hours | Pg. 4-2 | Urban Albemarle County | 5 | n/a | n/a | n/a | 42,930 | $1,621,040 |
| | **Human Services** | | | | | | | | |
| **HS1** | **Existing Service:** Continue to adapt services provided to agencies | Pg. 4-2 | Human Services | n/a | 2 | - | - | 510 | $19,260 |
| **HS2** | **New Service:** Continue to work with new Human Service Agencies/Employers in need of Transportation | Pg. 4-2 | Human Services | 1 | 4 | - | - | 1,020 | $38,520 |
| **HS3** | **New Service:** work with PACE program | Pg. 4-2 | Human Services | n/a | n/a | n/a | n/a | n/a | n/a |
| **HS4** | **New Service:** Purchase vehicles for agency pool use | Pg. 4-3 | Human Services | 2 | n/a | n/a | n/a | n/a | n/a |
| | **Rural Inter-jurisdictional Routes** | | | | | | | | |
| **IJ1** | **Existing Service:** Crozet - Extend Service Hours/Days | Pg. 4-3 | Albemarle | n/a | 14 | 14 | - | 4,300 | $162,370 |
| **IJ2** | **Existing Service:** Scottsville & Esmont - Extend Service Hours/Days | Pg. 4-3 | Albemarle | n/a | 12 | 12 | - | 3,680 | $138,960 |
| **IJ3** | **Existing Service:** Keswick - Extend Service Hours/Days | Pg. 4-3 | Albemarle | n/a | 12 | 12 | - | 3,680 | $138,960 |
| **IJ4** | **Existing Service:** Fluvanna Midday- Extend Days of Service | Pg. 4-11 | Fluvanna | n/a | 5.5 | 5.5 | - | 1,690 | $63,810 |
| **IJ5** | **Existing Service:** Louisa Midday- Extend Days of Service and Increase Number of Trips | Pg. 4-12 | Louisa | 1 | 18 | 18 | - | 5,530 | $208,810 |
| **IJ6** | **Existing Service:** Nelson Midday - Extend Days of Service | Pg. 4-13 | Nelson | n/a | 6.2 | - | - | 1,580 | $59,660 |
| **IJ7** | **New Service:** Buckingham to Charlottesville Midday | Pg. 4-9 | Buckingham | 1 | 5 | - | - | 1,280 | $48,330 |
| **IJ8** | **New Service:** Buckingham to Cumberland Connector/Feeder | Pg. 4-9 | Buckingham | 1 | 6 | - | - | 610 | $23,030 |
| **IJ9** | **New Service:** Eastern Louisa County - Lake Anna, Mineral, Louisa | Pg. 4-12 | Louisa | 1 | 5 | - | - | 510 | $19,260 |
| **IJ10** | **New Service:** Louisa to Orange County/Gordonsville | Pg. 4-12 | Louisa, Orange County | 1 | 5 | - | - | 770 | $29,080 |
| **IJ11** | **New Service:** Rockfish Valley Express-Blue Route (Phase II) | Pg. 4-13 | Nelson | 2 | 17.7 | 16.5 | 16.5 | 6,230 | $235,240 |
| **IJ12** | **New Service:** Rockfish Valley Express-Green Route (Phase II) | Pg. 4-14 | Nelson, Charlottesville | 2 | 22 | 19 | 19 | 7,590 | $286,600 |
| **IJ13** | **New Service:** Rockfish Valley Express - Orange Route (Phase II) | Pg. 4-14 | Nelson/Outside | 1 | 9 | 9 | 9 | 3,230 | $121,960 |
| | **Rural Intracounty Demand Response** | | | | | | | | |
| **R1** | **Existing Service:** Extend Service Hours/Days in Albemarle County | Pg. 4-3 | Albemarle | 1 | 28 | 14 | 14 | 8,600 | $324,740 |
| **R2** | **Existing Service:** Extend Service Hours/Days in Fluvanna County | Pg. 4-11 | Fluvanna | n/a | 14 | 14 | - | 4,300 | $162,370 |
| **R3** | **Existing Service:** Extend Service Hours/Days in Louisa County | Pg. 4-12 | Louisa | n/a | 11 | 11 | - | 3,380 | $127,630 |
| **R4** | **Existing Service:** Extend Service Area/Hours/Days in Nelson County | Pg. 4-14 | Nelson | n/a | 16 | 14 | 14 | 5,540 | $209,190 |
| **R5** | **New Service:** Buckingham County Intracounty Demand Response | Pg. 4-9 | Buckingham | 2 | 20 | - | - | 5,100 | $192,580 |

## Table 4-3: Estimates of Service Requirements and O&M Costs for Unconstrained Service Needs in FY 2012 dollars (cont.)

| Need ID | Service Improvement | Pg. # | Jurisdiction | # of Expansion Vehicles | Weekday Hours | Saturday Hours | Sunday Hours | Annual Hours | Total Annual Cost |
|---|---|---|---|---|---|---|---|---|---|
| | **Commuter Routes** | | | | | | | | |
| **C1** | **Existing Service**: Fluvanna Palmyra Commuter Route - modified to serve new MJH location | Pg. 4-4, 4-11 | Albemarle, Fluvanna | n/a | 3 | - | - | 770 | $29,080 |
| **C2** | **Existing Service**: Fluvanna Fork Union Commuter Route - modified to serve new MJH location | Pg. 4-4, 4-11 | Albemarle, Fluvanna | n/a | 5 | - | - | 1,280 | $48,330 |
| **C3** | **Existing Service:** Nelson Lovingston Express Route -modified to serve US 29 Corridor | Pg. 4-4, 4-15 | Albemarle, Nelson | n/a | 4 | - | - | 1,020 | $38,520 |
| **C4** | **Existing Service:** Nelson Roseland Route - modified to serve new MJH location | Pg. 4-4, 4-15 | Albemarle, Nelson | n/a | 3.5 | - | - | 900 | $33,980 |
| **C5** | **Existing Service**: early Buckingham Commuter Route - modified to serve new MJH Location | Pg. 4-4, 4-10 | Albemarle, Buckingham | n/a | 3.8 | 3.8 | 3.8 | 1,400 | $52,860 |
| **C6** | **New Service:** Palmyra to MJH and US 29 Corridor | Pg. 4-5 | Albemarle, Fluvanna | 1 | 3 | - | - | 770 | $29,080 |
| **C7** | **New Service:** Mineral & Louisa to MJH and 29 Corridor | Pg. 4-5, 4-11 | Albermarle, Louisa | 1 | 4 | - | - | 1,020 | $38,520 |
| **C8** | **New Service:** I-64 Waynesboro/Crozet to US 29 corridor | Pg. 4-5 | Albemarle/Outside | 1 | 2.5 | - | - | 640 | $24,170 |
| **C9** | **New Service:** Crozet Commuter to Charlottesville | Pg. 4-5 | Albemarle | 1 | 4 | - | - | 1,020 | $38,520 |
| **C10** | **New Service:** Ruckersville (Greene County) to Charlottesville | Pg. 4-5 | Albemarle/Outside | 1 | 2 | - | - | 510 | $19,260 |
| **C11** | **New Service:** Charlottesville to Shenandoah National Park | Pg. 4-6 | Albemarle/Outside | n/a | 7 | - | - | 250 | $9,440 |
| **C12** | **New Service:** Dillwyn to Charlottesville via Arvonia, Bridgeport Rd | Pg. 4-10 | Buckingham | 1 | 3 | - | - | 800 | $30,210 |
| **C13** | **New Service:** Buckingham to Farmville | Pg. 4-10 | Buckingham | 1 | 4.5 | - | - | 1,100 | $41,540 |
| **C14** | **New Service:** 151 Corridor - Roseland, Afton, Waynesboro | Pg. 4-15 | Nelson/Outside | 1 | 2 | - | - | 500 | $18,880 |
| | **Other Service Needs** | | | | | | | | |
| **L1** | **New Service:** Farmington/Boars Head/Northridge | Pg. 4-6 | Albemarle | 1 | 12 | 12 | 12 | 4,300 | $162,370 |
| **L2** | **New Service:** Charlottesville Express - After School Program | Pg. 4-6 | Charlottesville | 1 | 3.5 | - | - | 670 | $25,300 |
| **L3** | **New Service:** Crozet Express - After School Program | Pg. 4-6 | Albemarle | 1 | 3.5 | - | - | 670 | $25,300 |
| **L4** | **New Service:** Scottsville - After School Program | Pg. 4-6 | Albemarle | 1 | 3.5 | - | - | 670 | $25,300 |
| **L5** | **New Service:** 29 Corridor Non-ADA Service | Pg. 4-6 | Albemarle | 1 | 12 | 12 | 12 | 4,300 | $162,370 |
| **L6** | **New Service:** US 29 Circulator - Hydraulic Road | Pg. 4-8 | Albemarle | 2 | 18 | 18 | 14.5 | 6,300 | $237,890 |
| **L7** | **New Service:** US 29 Circulator - Hollymead | Pg. 4-8 | Albemarle | 2 | 18 | 18 | 14.5 | 6,300 | $237,890 |
| **L8** | **New Service:** Scottsville Circulator | Pg. 4-8 | Albemarle | 1 | 12 | - | - | 3,100 | $117,060 |
| **L9** | **New Service:** Crozet Circulator | Pg. 4-8 | Albemarle | 1 | 12 | - | - | 3,100 | $117,060 |
| **L10** | **New Service:** Buckingham Express - After School Program | Pg. 4-10 | Buckingham | 1 | 3.5 | - | - | 900 | $33,980 |
| **L11** | **New Service:** Intercity Service - Buckingham to Appomattox - Lynchburg | Pg. 4-10 | Buckingham | 1 | 4 | - | - | 200 | $7,550 |
| **L12** | **New Service:** Intercity Service - Buckingham to Richmond | Pg. 4-10 | Buckingham | 1 | 6 | - | - | 310 | $11,710 |
| **L13** | **New Service:** Lake Monticello Circulator | Pg. 4-11 | Fluvanna | 1 | 5 | - | - | 260 | $9,820 |
| **L14** | **New Service:** Zion Crossroads Feeder | Pg. 4-11, 4-13 | Fluvanna, Louisa | 1 | 5 | - | - | 1,300 | $49,090 |
| **L15** | **New Service:** Intercity - Louisa to Fredericksburg, VA | Pg. 4-13 | Louisa | 1 | 3 | - | - | 150 | $5,660 |
| **L16** | **New Service:** Intercity - Louisa to Richmond, VA | Pg. 4-13 | Louisa | 1 | 3 | - | - | 150 | $5,660 |
| **L17** | **Existing Service:** Continue grant-funded monthly service to the Nelson Food Pantry | Pg. 4-15 | Nelson | n/a | - | 9.2 | - | 120 | $4,530 |
| **L18** | **New Service:** Intercity - Central Nelson to Amherst & Lynchburg | Pg. 4-15 | Nelson | 1 | 3 | - | - | 150 | $5,660 |
| | Total Service Needs | | | **48** | 410.9 | 232.0 | 129.3 | 156,990 | **$5,927,990** |

## Table 4-4: Estimated Costs for Replacement/Expansion Vehicles For Unconstrained Service Needs (FY 2012 dollars)

| Service Vehicle Needs | Vehicle Type | Vehicle Size | Peak Vehicles | Fleet Vehicles | Unit Cost (FY 2012) | Total Cost (FY 2012) |
|---|---|---|---|---|---|---|
| Replacement Revenue Vehicles | Medium-Duty Body on Chassis | 14-18 Passenger | 51 | 68 | $75,000 | $5,100,000 |
| | Medium-Duty Body on Chassis | 24 Passenger | 1 | 1 | $104,300 | $104,300 |
| Service Expansion Revenue Vehicles | Medium Duty Body on Chassis | 15-24 Passengers | 48 | 65 | $89,650 | $5,827,250 |
| Replacement Service Vehicles | 4-Door Sedan | 5 Passengers | n/a | 4 | $36,000 | $144,000 |
| **Total Vehicles** | **Spare Ratio = 40%** | | **100** | **138** | | **$11,175,550** |

## Table 4-5: Estimated Other Facility and Equipment Costs (FY 2012 dollars)

| Other Facility and Equipment Needs | Qty. | Unit Cost (FY 2012) | Total Cost (FY 2012) |
|---|---|---|---|
| **Facility Needs** | | | |
| Propane Dual Fuel Conversion | 1 | $400,000 | $400,000 |
| Bus Wash Area | 1 | $250,000 | $250,000 |
| New Facility Study | 1 | $200,000 | $200,000 |
| **Bus Stop Needs** | | | |
| Shelters | 10 | $10,000 | $100,000 |
| Signs | 20 | $150 | $3,000 |
| **Technology Needs** | | | |
| Mobile Data Computer (MDCs) Replacement | 1 | $700,000 | $700,000 |
| Computer and Miscellaneous Hardware Purchases | varies | n/a | $155,500 |
| Computer Software Upgrades | varies | n/a | $53,900 |
| **Total Cost** | | | **$1,862,400** |

## Table 4-6: Estimated Annual Administrative Costs (FY 2012 dollars)

| Administrative Needs (Annual Costs) | Qty. | Unit Cost (FY 2012) | Total Cost (FY 2012) |
|---|---|---|---|
| **Staffing Needs** | | | |
| Raise/Benefit Increase | 3 | $23,400 | $70,200 |
| Supervisor | 1 | $52,000 | $52,000 |
| 2nd Assistant Director | 1 | $93,000 | $93,000 |
| Upgrade Chief Mechanic to Maintenance Manager | 1 | $64,000 | $64,000 |
| Drivers for Extra Board | 2 | $35,000 | $70,000 |
| One Additional Staff Member Cross-trained in Dispatch/Reservation | 1 | $35,000 | $35,000 |
| **Other Needs** | | | |
| Increased Marketing | 1 | $55,000 | $55,000 |
| **Total Cost** | | | **$439,200** |

# CHAPTER 5 – SIX-YEAR TRANSIT SERVICE PLAN

This chapter identifies the cost-feasible service needs that are recommended for inclusion in the TDP time period (FY 2012 through FY 2017). An unconstrained list of potential service was identified in the prior chapter of this TDP. Recommended improvements presented in this chapter are financially constrained, based on anticipated funding availability during the TDP time period. Also included in this chapter are administrative recommendations, including personnel and marketing.

Chapter 6 details the TDP Capital Improvement Program and Chapter 7 establishes the Financial Plan for JAUNT's Six-Year TDP.

## 5.1 SERVICE RECOMMENDATIONS

Following are service improvements recommended for inclusion in the TDP's six-year time period.

***FY 2012***

- **Fluvanna Commuter Routes:** As described in Chapter 4, to address the relocation of Martha Jefferson Hospital, JAUNT's short-term plans are to extend the Palmyra Route (C1) and modify the Fork Union Route (C2) slightly.
- **Roseland Commuter Route (C4):** This Nelson County commuter route would also be modified to serve Martha Jefferson Hospital at Pantops, as described in Chapter 4.
- **Buckingham Commuter Route (C5):** To serve Martha Jefferson Hospital at Pantops, the earlier run of the Buckingham Commuter Route would be extended, as described in Chapter 4.
- **Shenandoah National Park Commuter Route (C11):** FY 2012 would be the first full year of service for this new route proposed to start-up in May 2011. This route will be a public-private partnership with ARAMARK providing the local match.

***FY 2013***

- **Urban Albemarle ADA Paratransit Service (A1):** JAUNT expects to continue experiencing significant growth in ADA service in urban Albemarle County, requiring approximately 9% more revenue hours. The additional vehicle purchased for the Louisa to Pantops and Hollymead commuter route (C7) would be used during most of the day for this service.
- **Fluvanna County Midday Service (IJ4):** Midday service from Fluvanna to Charlottesville would be expanded from its current operations three days per week to four days per week. One midday round trip is proposed to operate each of the four days. No additional vehicles would be needed for this service.
- **Buckingham County Midday Service (IJ7):** New midday service from Buckingham County to Charlottesville one day per week would begin operations. One additional vehicle would be needed for this service.

- **Nelson County Rural Demand Response Service (R4):** Rural demand response service within Nelson County would be expanded to operate on Wednesdays, so that this service would operate Monday through Thursday of each week.
- **Louisa to Pantops and Hollymead (C7):** As described in Chapter 4, a new commuter route would be operated from Mineral and Louisa to Martha Jefferson Hospital at Pantops and the US 29 North corridor, with one a.m. and one p.m. peak commuter trip. This route would require one additional vehicle, which could also be used for the increased urban Albemarle ADA paratransit service (A1).
- **Nelson County Food Pantry Service (L17):** Beginning in FY 2013, this grant-funded monthly service would become one of JAUNT's core services. No additional vehicles would be required.

***FY 2014***

- **Urban Albemarle ADA Paratransit Service (A1):** JAUNT expects to continue experiencing significant growth in ADA service in urban Albemarle County, requiring approximately 9% more revenue hours. The additional vehicle purchased for the Crozet commuter route (C9) would be used during most of the day for this service.
- **Fluvanna County Midday Service (IJ4):** Midday service from Fluvanna to Charlottesville would be expanded from its FY 2013 operations four days per week to five days per week. One midday round trip is proposed to operate Monday through Friday. No additional vehicles would be needed for this service.
- **Louisa County Midday Service (IJ5)**: As described in Chapter 4, midday service from Louisa County to Charlottesville would be expanded to operate Monday through Saturday with two round trips each day. No additional vehicles would be needed for this service.
- **Buckingham Intracounty Service (R5):** New intracounty service within Buckingham County one day per week would begin operations. The service would be provided from 8:00 a.m. to 6:00 p.m., and would require one additional vehicle.
- **Crozet Commuter Route (C9):** A new commuter route from the Crozet area would serve the UVA area, downtown Charlottesville and Martha Jefferson Hospital, as described in Chapter 4. Two round-trips per day would operate Monday through Friday. This route would require one additional vehicle, which could also be used for the increased urban Albemarle ADA paratransit service (A1).

***FY 2015***

- **Urban Albemarle ADA Paratransit Service (A1):** JAUNT expects to continue experiencing significant growth in ADA service in urban Albemarle County, requiring approximately 9% more revenue hours and one vehicle.

- **Crozet to Charlottesville Inter-jurisdictional Service (IJ1):** The number of days and service hours for the existing Crozet to Charlottesville service would be expanded to operate Monday through Saturday from 6:00 a.m. until 10:00 p.m. every two hours. This route would use expansion vehicles already assumed to cover increased demand in urban Albemarle County.
- **Fluvanna County Midday Service (IJ4):** Midday service from Fluvanna to Charlottesville would be expanded from its FY 2014 operations five days per week to six days per week. One midday round trip is proposed to operate Monday through Saturday. No additional vehicles would be needed for this service.
- **Fluvanna Intracounty Service (R2):** As described in Chapter 4, the Fluvanna Intracounty Service would be expanded from its current operations three days per week to six days per week. Its hours of operation would also be expanded to operate from 7:30 a.m. until 9:00 p.m. No additional vehicles would be required.
- **Zion Crossroads Circulator Service (L14):** As described in Chapter 4, this new service in Louisa and Fluvanna counties is proposed to initially be operated in the midday one day per week from 10:00 a.m. to 3:00 p.m., requiring one additional vehicle.

***FY 2016***

- **Urban Albemarle ADA Paratransit Service (A1):** JAUNT expects to continue experiencing significant growth in ADA service in urban Albemarle County, requiring approximately 9% more revenue hours and one vehicle.
- **Albemarle County Rural Demand Response Service (R1):** The current rural demand response (intracounty) service in Albemarle County would be extended for the general public to operate Monday through Friday from 6:00 a.m. to 10:00 p.m. and on Saturday and Sunday from 8:00 a.m. until 10:00 p.m. One additional vehicle would be operated to reduce passenger transit travel times.
- **Louisa County Rural Demand Response Service (R3):** The hours of service of the Louisa intracounty service would be expanded to operate Monday through Saturday from 6:00 a.m. until 9:00 p.m., as described in Chapter 4. No additional vehicles would be required.
- **Lake Monticello Circulator Service (L13):** This new service targeted toward the Lake Monticello area would operate one day per week from 10:00 a.m. until 3:00 p.m., including a stop in Palmyra. One additional vehicle would be required for this service.

***FY 2017***

- **Urban Albemarle ADA Paratransit Service (A1):** JAUNT expects to continue experiencing significant growth in ADA service in urban Albemarle County, requiring approximately 9% more revenue hours. The additional vehicle purchased for the I-64 Waynesboro/Crozet commuter route (C8) would be used during most of the day for this service.

- **I-64 Waynesboro/Crozet Commuter Route (C8):** This new commuter route would provide limited stop service from Waynesboro in Augusta County, with a stop near the Crozet area at I-64 and US 250, to downtown Charlottesville and employment centers north of Hollymead. This service would provide one a.m. peak and one p.m. peak trip with one vehicle, which could also be used for the increased urban Albemarle ADA paratransit service (A1).
- **US 29 Hollymead Circulator (L7):** Complementing the fixed route service proposed in the CAT TDP from Fashion Square Mall to the Hollymead area, this new JAUNT circulator service would operate in the Hollymead area connecting North Pointe and the proposed Uptown with Hollymead Town Center. It would operate Monday through Saturday from 6:00 a.m. to 11:45 p.m. and on Sunday from 7:30 a.m.to 10:00 p.m. This service would require two additional vehicles.

Table 5-1 shows the projects proposed to be implemented in each year of the TDP with their service requirements. Proposed improvements in this service plan reflect a 39% increase over JAUNT's FY 2012 baseline annual service-hours.

## 5.2 Administrative Recommendations

Following are personnel and marketing needs recommended for inclusion in the TDP's six-year time period.

***FY 2013***

- **Salary/Benefits Increase:** Given the current economic climate and financial limitations, JAUNT staff have not received increases in their salaries since FY 2010. Beginning in FY 2013, the TDP recommends a three percent increase per year in salaries and benefits.
- **Maintenance Manager Position:** JAUNT is in the process of hiring a Chief Mechanic. However, with the imminent deployment of a Maintenance Management System, a greater skill and experience level will be required, as recognized in the 2008 TDP. Thus, the TDP recommends upgrading the Chief Mechanic position to Maintenance Manager with a commensurate salary range in FY 2013.
- **Assistant Director, Administration Position:** The 2008 TDP also recommended the establishment of a second Assistant Director position, allowing the Assistant Director, Operations to focus on the functions of operations. Funding for a second Assistant Director was included in the FY 2010 budget, but was postponed in light of current financial limitations. The TDP recommends funding a new Assistant Director, Administration position with a commensurate salary range in FY 2013.

- **Increased Marketing Budget:** The 2008 TDP also recommended a significant investment in a comprehensive marketing program. Since that time, JAUNT has completed the marketing strategy, designed and printed service brochures, and made significant improvements to the website. As JAUNT services grow and change, new brochures and marketing efforts will be required. The TDP recommends increasing the current marketing budget by 50% in FY 2013, and growing the budget by 50% each subsequent year.

***FY 2014***

- **Two New Positions to Create a Driver Extra Board:** Another recommendation of the 2008 TDP was the creation of a driver extra board. These positions were included in the FY 2010 budget, but again due to financial limitations, were not filled. The TDP recommends funding these two positions beginning in FY 2014.

***FY 2015***

- **Road Supervisor Position**: A second Road Supervisor position was recommended in the 2008 TDP. While more road supervision has been taking place since the hiring of a new Safety/ Training Manager, this is a position that will be needed as JAUNT service continues to grow. The TDP recommends funding this position beginning in FY 2015.

***FY 2016***

- **Dispatcher/Reservationist Position**: As JAUNT service continues to grow, it is anticipated that a new staff position able to handle both dispatching and reservations will be needed. The TDP recommends funding this position beginning in FY 2016.

The costs associated with these administrative recommendations are reflected in the six-year financial plan in Chapter 7.

## Table 5-1: Six-Year Service Improvements and Total Additional Costs in Year of Expenditure Dollars

| FY 2012 | Jurisdiction | Service Type | Need ID | Baseline Rev. Hrs. | Expanded Rev. Hrs. | Add'tl Vehicles | Total Rev. Hrs. | Additional Total O&M Cost |
|---|---|---|---|---|---|---|---|---|
| Midday - Add Two Days of Service | Nelson | Rural Inter-jurisdictional | IJ6 | 950 | 630 | 0 | 1,580 | $23,790 |
| 2 Commuter Routes - modify to serve new MJH | Fluvanna | Commuter | C1 &C2 | 2,300 | 300 | 0 | 2,600 | $11,330 |
| Roseland Route - modify to serve new MJH | Nelson | Commuter | C4 | 600 | 300 | 0 | 900 | $11,330 |
| Earlier Run - modify to serve new MJH | Buckingham | Commuter | C5 | 1,100 | 300 | 0 | 1,400 | $11,330 |
| New Service - Shenandoah National Park to Charlottesville | Other | Commuter | C11 | 0 | 250 | 0 | 250 | $9,440 |
| Total | | | | 4,950 | 1,780 | 0 | 6,730 | $67,220 |
| **FY 2013** | **Jurisdiction** | **Service Type** | **Need ID** | **Baseline Rev. Hrs.** | **Expanded Rev. Hrs.** | **Add'tl Vehicles** | **Total Rev. Hrs.** | **Additional Total O&M Cost** |
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | A1 | 27,600 | 2,480 | 0 | 30,080 | $96,450 |
| Midday - Extend Hours; Add One Day of Service | Fluvanna | Rural Inter-jurisdictional | IJ4 | 1,300 | 430 | 0 | 1,730 | $16,720 |
| Midday Service to Charlottesville 1 Day per Week | Buckingham | Rural Inter-jurisdictional | IJ7 | 0 | 260 | 1 | 260 | $10,110 |
| Add Wednesday Service | Nelson | Rural Intracounty | R4 | 1,600 | 530 | 0 | 2,130 | $20,610 |
| New Service - Mineral & Louisa to MJH and 29 Corridor | Louisa | Commuter | C7 | 0 | 1,020 | 1 | 1,020 | $39,670 |
| Continue monthly service to the Nelson Food Pantry | Nelson | Other | L17 | 0 | 120 | 0 | 120 | $4,670 |
| Total | | | | 30,500 | 4,840 | 2 | 35,340 | $188,230 |
| **FY 2014** | **Jurisdiction** | **Service Type** | **Need ID** | **Baseline Rev. Hrs.** | **Expanded Rev. Hrs.** | **Add'tl Vehicles** | **Total Rev. Hrs.** | **Additional Total O&M Cost** |
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | A1 | 30,080 | 2,710 | 0 | 32,790 | $108,560 |
| Midday - Extend Hours; Add One Day of Service | Fluvanna | Rural Inter-jurisdictional | IJ4 | 1,730 | 440 | 0 | 2,170 | $17,630 |
| Midday - Extend Days of Service; Increase Number of Trips | Louisa | Rural Inter-jurisdictional | IJ5 | 2,820 | 2,710 | 0 | 5,530 | $108,560 |
| New Service 1 Day per Week | Buckingham | Rural Intracounty | R5 | 0 | 510 | 1 | 510 | $20,430 |
| New Service - Crozet to Charlottesville | Rural Albemarle | Commuter | C9 | 0 | 1,020 | 1 | 1,020 | $40,860 |
| Total | | | | 34,630 | 7,390 | 2 | 42,020 | $296,040 |

## Table 5-1: Six-Year Service Improvements and Total Additional Costs in Year of Expenditure Dollars (Cont.)

| FY 2015 | Jurisdiction | Service Type | Need ID | Baseline Rev. Hrs. | Expanded Rev. Hrs. | Add'tl Vehicles | Total Rev. Hrs. | Additional Total O&M Cost |
|---|---|---|---|---|---|---|---|---|
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | A1 | 32,790 | 2,950 | 1 | 35,740 | $121,720 |
| Crozet - Extend Hours/Days of Service | Rural Albemarle | Rural Inter-jurisdictional | IJ1 | 2,550 | 1,750 | 0 | 4,300 | $72,210 |
| Midday - Extend Hours; Add One Day of Service | Fluvanna | Rural Inter-jurisdictional | IJ4 | 2,170 | 440 | 0 | 2,610 | $18,160 |
| Extend Hours/Days of Service | Fluvanna | Rural Intracounty | R2 | 1,300 | 2,840 | 0 | 4,140 | $117,180 |
| New Service - Zion Crossroads Circulator | Fluvanna/Louisa | Other | L14 | 0 | 260 | 1 | 260 | $10,730 |
| Total | | | | 38,810 | 8,240 | 2 | 47,050 | $340,000 |
| **FY 2016** | **Jurisdiction** | **Service Type** | **Need ID** | **Baseline Rev. Hrs.** | **Expanded Rev. Hrs.** | **Add'tl Vehicles** | **Total Rev. Hrs.** | **Additional Total O&M Cost** |
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | A1 | 35,740 | 3,220 | 1 | 38,960 | $136,850 |
| Extend Hours of Service/Increase Frequency | Rural Albemarle | Rural Intracounty | R1 | 7,200 | 1,400 | 1 | 8,600 | $59,500 |
| Extend Hours of Service | Louisa | Rural Intracounty | R3 | 8,700 | 4,340 | 0 | 13,040 | $184,450 |
| New Service - Lake Monticello Circulator | Fluvanna | Other | L13 | 0 | 260 | 1 | 260 | $11,050 |
| Total | | | | 51,640 | 9,220 | 3 | 60,860 | $391,850 |
| **FY 2017** | **Jurisdiction** | **Service Type** | **Need ID** | **Baseline Rev. Hrs.** | **Expanded Rev. Hrs.** | **Add'tl Vehicles** | **Total Rev. Hrs.** | **Additional Total O&M Cost** |
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | A1 | 38,960 | 3,510 | 0 | 42,470 | $153,650 |
| New Service - I-64 Waynesboro/Crozet to US 29 corridor | Albemarle/Regional | Commuter | C8 | 0 | 640 | 1 | 640 | $28,020 |
| New Service - US 29 Circulator - Hollymead | Urban Albemarle | Other | L7 | 0 | 6,280 | 2 | 6,280 | $274,900 |
| Total | | | | 38,960 | 10,430 | 3 | 49,390 | $456,570 |

# CHAPTER 6 – CAPITAL IMPROVEMENT PROGRAM

An unconstrained list of potential capital needs was presented in Chapter 4 of this TDP. This chapter of the TDP describes the cost-feasible capital improvements included in the FY 2012 – FY 2017 TDP.

## 6.1 CAPITAL IMPROVEMENTS BY FISCAL YEAR

The capital improvements recommended for inclusion in the FY 2012 – FY 2017 TDP are identified by fiscal year below. FY 2012 capital improvements are consistent with DRPT's Draft FY 2012 Six-Year Improvement Program (SYIP).

***FY 2012***

- Six revenue vehicles are proposed to be replaced.
- The purchase of one generator, listed under miscellaneous equipment, is proposed.
- Computer replacements and software upgrades are proposed.
- The purchase of a two-way radio system is also proposed.

***FY 2013***

- Ten revenue vehicles are proposed to be replaced.
- Two expansion revenue vehicles are proposed. One would serve the new Buckingham County midday service and one would serve the new commuter route from Louisa County to Martha Jefferson Hospital at Pantops and Hollymead.
- One non-revenue vehicle is proposed to be replaced.
- Computer and miscellaneous IT hardware and software are proposed.
- Computer mapping software upgrades are proposed.
- Four bus shelters and eight bus stop signs are proposed.
- The replacement of half of JAUNT's Mobile Data Computers (MDCs) is proposed.

***FY 2014***

- Eleven revenue vehicles are proposed to be replaced.
- Two expansion revenue vehicles are proposed. One would serve the new Buckingham Intracounty Service and one would serve the new Crozet Commuter Route to Charlottesville.
- Two non-revenue vehicles are proposed to be replaced.
- Computer hardware and software are proposed.
- The replacement of the remaining MDCs is proposed.

***FY 2015***

- Eleven revenue vehicles are proposed to be replaced.
- Five expansion revenue vehicles are proposed. One would serve the urban Albemarle County ADA paratransit growth, one would serve the new Fluvanna to Zion Crossroads Service, two would serve as human service agency pool vehicles, and the fifth would serve as a spare.
- One non-revenue vehicle would be replaced;
- Computer hardware and software are proposed;
- A bus wash bay is proposed; and
- The conversion of one-third of JAUNT's fleet to propane dual fuel is proposed.

***FY 2016***

- Fifteen revenue vehicles are proposed to be replaced;
- Four expansion revenue vehicles are proposed to serve the urban Albemarle County ADA paratransit growth, the expanded rural Albemarle Intracounty Service, and the new Lake Monticello Circulator. The fourth would serve as a spare.
- Computer and miscellaneous hardware and software are proposed;
- Computer mapping software upgrades are proposed;
- Four bus shelters and eight bus stop signs are proposed;
- The conversion of one-third of JAUNT's fleet to propane dual fuel is proposed, and
- A study is proposed to evaluate the feasibility, need for and location of a satellite vehicle storage location.

***FY 2017***

- Sixteen revenue vehicles are proposed to be replaced;
- Four expansion revenue vehicles are proposed. One would serve the new Waynesboro/Crozet Commuter Route, two would serve the new Hollymead Circulator Service, and the fourth would serve as a spare.
- Computer and miscellaneous IT hardware and software are proposed; and
- The remainder of JAUNT's fleet is proposed to be converted to propane dual fuel.

## 6.2 Revenue Vehicle Replacement Program

As discussed in Chapter 4, during the timeframe of this TDP, JAUNT's entire fleet of 70 revenue vehicles will need to be replaced. Many of JAUNT's revenue vehicles are well past the federally allowed replacement mileage of 100,000 miles. The vehicle replacement program proposes JAUNT implement a more stable vehicle replacement plan for out years to smooth out the number of vehicles purchased each year, resulting in a consistent average fleet age. For vehicle purchases, federal funds have traditionally covered 80% of the total costs. The remaining 20% non-federal match is split between state and local funding, with 80% coming from state capital funds and local funds covering the

remaining 20%. The same match ratios are assumed for this TDP. If federal and state funding becomes unavailable for vehicle replacement, local contributions are assumed to absorb the balance.

The proposed fleet replacement plan is presented in Table 6-1. With the proposed replacement plan, the average bus fleet age would decline from 2.8 years in FY 2012 to 2.0 years by FY 2017.

**Table 6-1: Revenue Vehicle Replacement Schedule**

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Mileage Remaining | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|---|
| ***Existing Vehicles*** | | | | | ***Vehicle Age or Replacement Year (R)*** | | | | | |
| 42 | 2007 | 14 | 100,000 | (117,394) | **R** | | | | | |
| 33 | 2007 | 14 | 100,000 | (82,395) | **R** | | | | | |
| 20 | 2003 | 14 | 100,000 | (80,453) | **R** | | | | | |
| 5 | 1999 | 14 | 100,000 | (78,477) | **R** | | | | | |
| 21 | 2003 | 14 | 100,000 | (77,503) | **R** | | | | | |
| 36 | 2005 | 14 | 100,000 | (65,176) | **R** | | | | | |
| 32 | 2005 | 14 | 100,000 | (59,564) | 7 | **R** | | | | |
| 17 | 2007 | 12 | 100,000 | (54,895) | 5 | **R** | | | | |
| 37 | 2007 | 14 | 100,000 | (53,155) | 5 | **R** | | | | |
| 25 | 2003 | 14 | 100,000 | (44,478) | 9 | **R** | | | | |
| 10 | 2005 | 12 | 100,000 | (43,291) | 7 | **R** | | | | |
| 72 | 2005 | 18 | 100,000 | (42,577) | 7 | **R** | | | | |
| 49 | 2005 | 14 | 100,000 | (40,280) | 7 | **R** | | | | |
| 15 | 2005 | 12 | 100,000 | (36,369) | 7 | **R** | | | | |
| 22 | 2003 | 14 | 100,000 | (29,400) | 9 | **R** | | | | |
| 50 | 2007 | 14 | 100,000 | (27,557) | 5 | **R** | | | | |
| 64 | 2002 | 14 | 100,000 | (23,412) | 10 | 11 | **R** | | | |
| 30 | 2008 | 18 | 100,000 | (12,996) | 4 | 5 | **R** | | | |
| 74 | 2007 | 18 | 100,000 | (11,667) | 5 | 6 | **R** | | | |
| 28 | 2008 | 14 | 100,000 | (9,604) | 4 | 5 | **R** | | | |
| 92 | 2003 | 12 | 100,000 | (8,724) | 9 | 10 | **R** | | | |
| 43 | 2007 | 18 | 100,000 | (2,749) | 5 | 6 | **R** | | | |
| 47 | 2008 | 14 | 100,000 | 4,377 | 4 | 5 | **R** | | | |
| 4 | 2008 | 14 | 100,000 | 4,786 | 4 | 5 | **R** | | | |
| 48 | 2008 | 18 | 100,000 | 6,930 | 4 | 5 | **R** | | | |
| 16 | 2003 | 14 | 100,000 | 12,418 | 9 | 10 | **R** | | | |
| 44 | 2007 | 18 | 100,000 | 15,697 | 5 | 6 | **R** | | | |
| 6 | 2008 | 14 | 100,000 | 30,511 | 4 | 5 | 6 | **R** | | |
| 52 | 2008 | 24 | 100,000 | 51,619 | 4 | 5 | 6 | **R** | | |
| 68 | 2009 | 18 | 100,000 | 56,506 | 3 | 4 | 5 | **R** | | |
| 58 | 2009 | 18 | 100,000 | 57,226 | 3 | 4 | 5 | **R** | | |
| 14 | 2009 | 18 | 100,000 | 57,907 | 3 | 4 | 5 | **R** | | |
| 71 | 2010 | 14 | 100,000 | 59,582 | 2 | 3 | 4 | **R** | | |
| 69 | 2009 | 18 | 100,000 | 60,035 | 3 | 4 | 5 | **R** | | |
| 59 | 2009 | 18 | 100,000 | 63,480 | 3 | 4 | 5 | **R** | | |
| 61 | 2009 | 18 | 100,000 | 63,670 | 3 | 4 | 5 | **R** | | |
| 70 | 2010 | 14 | 100,000 | 64,664 | 2 | 3 | 4 | **R** | | |
| 62 | 2009 | 18 | 100,000 | 66,939 | 3 | 4 | 5 | **R** | | |

## Table 6-1: Revenue Vehicle Replacement Schedule (Cont.)

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Mileage Remaining | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|---|
| ***Existing Vehicles*** | | | | | ***Vehicle Age or Replacement Year (R)*** | | | | | |
| 76 | 2011 | 14 | 100,000 | 98,128 | 1 | 2 | 3 | 4 | **R** | |
| 40 | 2011 | 14 | 100,000 | 98,350 | 1 | 2 | 3 | 4 | **R** | |
| 53 | 2011 | 14 | 100,000 | 98,366 | 1 | 2 | 3 | 4 | **R** | |
| 65 | 2011 | 14 | 100,000 | 98,661 | 1 | 2 | 3 | 4 | **R** | |
| 83 | 2011 | 14 | 100,000 | 98,802 | 1 | 2 | 3 | 4 | **R** | |
| 82 | 2011 | 14 | 100,000 | 98,998 | 1 | 2 | 3 | 4 | **R** | |
| 85 | 2011 | 14 | 100,000 | 99,120 | 1 | 2 | 3 | 4 | **R** | |
| 66 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 80 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 84 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 86 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 87 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 88 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 89 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 90 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 91 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 93 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 94 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 95 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 96 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 97 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 98 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 99 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 101 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 102 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 103 | 2011 | 14 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 104 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 105 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 106 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 107 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 108 | 2011 | 18 | 100,000 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| ***Replacement Vehicles*** | | | | ***Vehicle Age or Replacement Year (R)*** | | | | | |
| N/A | 2012 | 14 | 100,000 | 0 | 1 | 2 | 3 | 4 | 5 |
| N/A | 2012 | 14 | 100,000 | 0 | 1 | 2 | 3 | 4 | 5 |
| N/A | 2012 | 14 | 100,000 | 0 | 1 | 2 | 3 | 4 | 5 |
| N/A | 2012 | 14 | 100,000 | 0 | 1 | 2 | 3 | 4 | 5 |
| N/A | 2012 | 14 | 100,000 | 0 | 1 | 2 | 3 | 4 | 5 |
| N/A | 2013 | 14 | 100,000 | 0 | 1 | 2 | 3 | 4 | 5 |
| N/A | 2013 | 18 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 14 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 14 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 18 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 14 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 14 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 18 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 14 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 14 | 100,000 | | 0 | 1 | 2 | 3 | 4 |
| N/A | 2013 | 14 | 100,000 | | 0 | 1 | 2 | 3 | 4 |

## Table 6-1: Revenue Vehicle Replacement Schedule (Cont.)

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| ***Replacement Vehicles*** | | | | | | ***Vehicle Age or Replacement Year (R)*** | | | |
| N/A | 2014 | 18 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 18 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 18 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 14 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 14 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 18 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 14 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 14 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 14 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 14 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2014 | 18 | 100,000 | | | 0 | 1 | 2 | 3 |
| N/A | 2015 | 14 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 24 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 18 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 18 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 18 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 14 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 18 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 18 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 18 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 14 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2015 | 18 | 100,000 | | | | 0 | 1 | 2 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |
| N/A | 2016 | 14 | 100,000 | | | | | 0 | 1 |

**Table 6-1: Revenue Vehicle Replacement Schedule (Cont.)**

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| ***Replacement Vehicles*** | | | | | | ***Vehicle Age or Replacement Year (R)*** | | | |
| N/A | 2017 | 14 | 100,000 | | | | | | 0 |
| N/A | 2017 | 14 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| N/A | 2017 | 14 | 100,000 | | | | | | 0 |
| N/A | 2017 | 14 | 100,000 | | | | | | 0 |
| N/A | 2017 | 14 | 100,000 | | | | | | 0 |
| N/A | 2017 | 14 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| N/A | 2017 | 18 | 100,000 | | | | | | 0 |
| ***Revenue Vehicle Replacement Schedule Totals*** | | | | | | | | | |
| | | | **Total Vehicles** | **69** | **69** | **69** | **69** | **69** | **69** |
| | | | **Average Vehicle Age** | **2.8** | **2.7** | **2.5** | **2.5** | **2.4** | **2.0** |
| | | | **Total Vehicles Replaced** | **6** | **10** | **11** | **11** | **15** | **16** |
| | | 14 | Passenger | *6* | *7* | *6* | *3* | *15* | *6* |
| | | 18 | Passenger | *0* | *3* | *5* | *7* | *0* | *10* |
| | | 24 | Passenger | *0* | *0* | *0* | *1* | *0* | *0* |
| | | | **Total Vehicle Cost** | **$450,000** | **$788,000** | **$909,700** | **$988,800** | **$1,366,500** | **$1,531,200** |

## 6.3 NON-REVENUE VEHICLE REPLACEMENT PROGRAM

JAUNT has four supervisor/staff vehicles scheduled for replacement during the six-year time frame of the TDP. These are assumed to use federal, state, and local funding sources as well, using the same match ratios as the revenue vehicle replacements. The proposed non-revenue vehicle replacement program is provided in Table 6-2.

**Table 6-2: Non-Revenue Replacement Vehicle Program**

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Mileage Remaining | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|---|
| ***Existing Vehicles*** | | | | | | ***Vehicle Age - Replacement Year (R)*** | | | | |
| 23 | 2001 | 6 | 100,000 | 24,478 | 11 | **R** | | | | |
| 46 | 2004 | 4 | 100,000 | 59,314 | 8 | 9 | **R** | | | |
| 100 | 2004 | 4 | 100,000 | 62,824 | 8 | 9 | **R** | | | |
| 45 | 2004 | 4 | 100,000 | 67,425 | 8 | 9 | 10 | **R** | | |
| 2 | 2011 | 2 | 100,000 | | 1 | 2 | 3 | 4 | 5 | 6 |
| ***New Vehicles*** | | | | | | | | | | |
| n/a | 2012 | 6 | 100,000 | - | | 0 | 1 | 2 | 3 | 4 |
| n/a | 2014 | 4 | 100,000 | - | | | 0 | 1 | 2 | 3 |
| n/a | 2014 | 4 | 100,000 | - | | | 0 | 1 | 2 | 3 |
| n/a | 2015 | 4 | 100,000 | - | | | | 0 | 1 | 2 |
| | | | | **Total Vehicles** | **5** | **5** | **5** | **5** | **5** | **5** |
| | | | | **Vehicles Replaced** | **0** | **1** | **2** | **1** | **0** | **0** |
| | | | | **Total Vehicle Cost** | **$0** | **$36,000** | **$75,600** | **$39,700** | **$0** | **$0** |

## 6.4 Vehicle Expansion Program

Seventeen expansion revenue vehicles would be needed during the six-year time frame of the TDP, given the service improvements proposed in Chapter 5. These are also assumed to use federal, state, and local funding sources, using the same match ratios as the revenue vehicle replacements. The proposed revenue vehicle expansion program is provided in Table 6-3. With the proposed fleet expansion, JAUNT's spare ratio would drop slightly from the current 33% to 30% by FY 2014. Even so, at 30%, JAUNT's spare ratio is proposed to remain significantly higher than the FTA's standard of 20%. The higher spare ratio is justifiable given JAUNT's widespread service area.

**Table 6-3: Expansion Revenue Vehicles**

| | Fiscal Year | | | | | |
|---|---|---|---|---|---|---|
| **Expansion Vehicles** | **2012** | **2013** | **2014** | **2015** | **2016** | **2017** |
| Service Expansion Vehicles | 0 | 2 | 2 | 4 | 3 | 3 |
| Additional Spare Vehicles | 0 | 0 | 0 | 1 | 1 | 1 |
| *Vehicles For Base Service* | *52* | *54* | *56* | *60* | *63* | *66* |
| *Total Vehicles Available* | *69* | *71* | *73* | *78* | *82* | *86* |
| Total Fleet Spare Ratio | 33% | 31% | 30% | 30% | 30% | 30% |
| **Total Vehicle Cost** | **$0** | **$157,600** | **$165,400** | **$434,000** | **$364,400** | **$382,800** |

## 6.5 Facility and Equipment Program

In addition to the replacement and addition of vehicles to the JAUNT fleet, JAUNT has identified a number of capital projects (described below) that are required to maintain and enhance the system. The facilities improvement program and other capital needs scheduled during the time frame of this TDP are listed in Table 6-4. Refer to Section 6.1 for a brief description of each item by fiscal year.

**Table 6-4: Other Facility and Equipment Projects**

| | Facilities and Equipment | | | | | |
|---|---|---|---|---|---|---|
| | **FY 2012** | **FY 2013** | **FY 2014** | **FY 2015** | **FY 2016** | **FY 2017** |
| Generator | $ 15,000 | $ - | $ - | $ - | $ - | $ - |
| Computer Hardware, Misc. Hardware | $ 60,000 | $ 56,000 | $ 54,000 | $ 15,000 | $ 40,000 | $ 15,000 |
| Computer Software | $ 6,000 | $ 15,000 | $ 8,000 | $ 20,000 | $ 12,000 | $ 10,000 |
| Computer Mapping Software Upgrades | $ 6,000 | $ 20,000 | $ - | $ - | $ 24,000 | $ - |
| Two-way Radio System | $ 42,000 | $ - | $ - | $ - | $ - | $ - |
| Bus Shelters | $ - | $ 41,200 | $ - | $ - | $ 45,020 | $ - |
| Bus Stop Signs | $ - | $ 1,200 | $ - | $ - | $ 1,400 | $ - |
| Mobile Data Computer (MDCs) Replacement | $ - | $ 360,500 | $ 371,300 | $ - | $ - | $ - |
| Bus Wash Bay | $ - | $ - | $ - | $ 218,500 | $ - | $ - |
| Propane Dual Fuel Conversion | $ - | $ - | $ - | $ 145,700 | $ 150,100 | $ 154,600 |
| New Facility Study | $ - | $ - | $ - | $ - | $ 225,100 | $ - |
| **Total Costs** | **$ 129,000** | **$ 493,900** | **$ 433,300** | **$ 399,200** | **$ 497,620** | **$ 179,600** |

# CHAPTER 7 – FINANCIAL PLAN

The financial plan is a principal objective of the TDP. It is in this chapter that an agency demonstrates its ability to provide a sustainable level of transit service over the TDP time period, including the rehabilitation and replacement of capital assets. This chapter identifies potential funding sources for annual operating and maintenance costs, and funding requirements and funding sources for bus and service vehicle purchases. All costs reflect Year of Expenditure (YOE) dollars.

JAUNT's annual operating budget consists of three distinct elements:

- JAUNT's core public transit operations, including operations and administration;
- Grant funded public transit operations, as well as capital expenses; and
- Human service agency transit operations, including operations and agency capital match.

While all three elements are presented in this chapter, the primary emphasis is on JAUNT's core public transit operations and grant funded operations and capital expenses, which are funded through DRPT.

## 7.1 Service Operations and Administration

JAUNT's baseline FY 2012 operating budget for core public transit operations is $4,731,402. With the implementation of modifications to several commuter routes to serve Martha Jefferson Hospital at Pantops as outlined in Chapter 5, implementation of the Shenandoah National Park route service, plus an adjustment in the average cost per revenue hour to more accurately reflect JAUNT's operating experience in FY 2011, the operating budget would increase to $5,071,260 in FY 2012. This cost includes all administrative and operations expenses. Transit-related revenues in JAUNT's budget are assumed from the following sources:

- Farebox Revenues
- Federal Sources
  - FTA Section 5307 - Small Urban Areas Program
  - FTA Section 5311 - Rural Areas
  - FTA Section 5317 - New Freedom Program
- State Sources
  - Operating Assistance
  - State Paratransit Program Funds
  - Senior Transportation Program

- Local Partners/Jurisdictions
  - City of Charlottesville
  - Buckingham County
  - Albemarle County
  - Fluvanna County
  - Louisa County
  - Nelson County
  - Thomas Jefferson PDC

Each JAUNT member jurisdiction funds its local portion of its respective public transit services. Each jurisdiction also funds a portion of JAUNT's administrative costs, based on its percentage of total revenue hours.

The TDP Financial Plan for core public transit operations costs (Table 7-1) and grant funded transit operations (Table 7-2) follows a conservative approach with regard to projected federal and state funds. Federal and state funding for FY 2012 is based on the amounts shown in the Draft SYIP for FY 2012–FY 2017. For FY 2013 through FY 2017, federal and state funding applies a percentage change from year to year calculated from statewide projections in the Draft SYIP. The remaining operations costs are assumed to be covered by farebox revenues and local funding. So, although JAUNT has always receive "full" 5311 rural funding for operations (defined as 50% of operating expenses after farebox revenue is deducted, this TDP does not make that assumption.

Other key expense and revenue assumptions utilized in the TDP Financial Plan for core public transit operations (Table 7-1) and grant funded transit operations (Table 7-2) are as follows:

- Annual operations costs during the TDP time period are based on a rate of $37.76 per revenue hour (FY 2012 dollars). A three percent annual inflation rate has been assumed during the TDP six-year time period beginning in FY 2013 for both operations and administration costs.
- Farebox revenues are generally assumed to increase at the same rate of growth as revenue hours during the TDP's six year time period. As JAUNT charges a variety of fares depending on the type of service, JAUNT's FY 2012 budgeted revenue hours and projected farebox revenues for each member jurisdiction were calculated and applied across the TDP time period. No fare increases are assumed during the timeframe of this TDP.
- Federal Section 5307 funding in each fiscal year is sub-allocated to urban Charlottesville and urban Albemarle County based on their percentage of the urban revenue hours.

It is important to note that local funding requirements shown in the tables are based on several assumptions that may or may not occur. These assumptions will need to be revisited and revised in each year's budget process. Similarly, projects identified in the six-year TDP period can be moved forward or back, depending on availability of funding, grants, demographics, etc.

## Table 7-1: TDP Financial Plan for Core Public Service Operations and Maintenance

| TDP Financial Plan for: Core Public Service Operations & Administration | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Annual Revenue Hours** | | | | | | |
| City of Charlottesville (Urban) | 31,000 | 31,000 | 31,000 | 31,000 | 31,000 | 31,000 |
| *Charlottesville (Urban) Base Service from Previous Year* | *31,000* | *31,000* | *31,000* | *31,000* | *31,000* | *31,000* |
| *Charlottesville (Urban) Change from Previous Year* | *0* | *0* | *0* | *0* | *0* | *0* |
| City of Charlottesville (Rural) | 1,500 | 1,500 | 1,500 | 1,500 | 1,500 | 1,500 |
| *Charlottesville (Rural) Base Service from Previous Year* | *1,500* | *1,500* | *1,500* | *1,500* | *1,500* | *1,500* |
| *Charlottesville (Rural) Change from Previous Year* | *0* | *0* | *0* | *0* | *0* | *0* |
| Albemarle County (Urban) | 28,500 | 30,980 | 33,690 | 36,640 | 39,860 | 49,650 |
| *Albemarle (Urban) Base Service from Previous Year* | *28,500* | *28,500* | *30,980* | *33,690* | *36,640* | *39,860* |
| *Albemarle (Urban) Change from Previous Year* | *0* | *2,480* | *2,710* | *2,950* | *3,220* | *9,790* |
| Albemarle County (Rural) | 16,850 | 16,850 | 17,870 | 19,620 | 21,020 | 21,340 |
| *Albemarle (Rural) Base Service from Previous Year* | *16,850* | *16,850* | *16,850* | *17,870* | *19,620* | *21,020* |
| *Albemarle (Rural) Change from Previous Year* | *0* | *0* | *1,020* | *1,750* | *1,400* | *320* |
| Nelson County | 7,440 | 8,090 | 8,090 | 8,090 | 8,090 | 8,090 |
| *Nelson Base Service from Previous Year* | *6,510* | *7,440* | *8,090* | *8,090* | *8,090* | *8,090* |
| *Nelson Change from Previous Year* | *930* | *650* | *0* | *0* | *0* | *0* |
| Fluvanna County | 7,000 | 7,430 | 7,870 | 11,280 | 11,540 | 11,540 |
| *Fluvanna Base Service from Previous Year* | *6,700* | *7,000* | *7,430* | *7,870* | *11,280* | *11,540* |
| *Fluvanna Change from Previous Year* | *300* | *430* | *440* | *3,410* | *260* | *0* |
| Louisa County | 12,620 | 13,640 | 16,350 | 16,480 | 20,820 | 20,820 |
| *Louisa Base Service from Previous Year* | *12,620* | *12,620* | *13,640* | *16,350* | *16,480* | *20,820* |
| *Louisa Change from Previous Year* | *0* | *1,020* | *2,710* | *130* | *4,340* | *0* |
| Buckingham County | 2,900 | 3,160 | 3,670 | 3,670 | 3,670 | 3,670 |
| *Buckingham Base Service from Previous Year* | *2,600* | *2,900* | *3,160* | *3,670* | *3,670* | *3,670* |
| *Buckingham Change from Previous Year* | *300* | *260* | *510* | *0* | *0* | *0* |
| Other (Waynesboro, Aramark) | 250 | 250 | 250 | 250 | 250 | 570 |
| *Other Base Service from Previous Year* | *0* | *250* | *250* | *250* | *250* | *250* |
| *Other Change from Previous Year* | *250* | *0* | *0* | *0* | *0* | *320* |
| **Total Base Revenue Hours** | **106,280** | **108,060** | **112,900** | **120,290** | **128,530** | **137,750** |
| **Total Revenue Hour Change** | **1,780** | **4,840** | **7,390** | **8,240** | **9,220** | **10,430** |
| **Total Revenue Hours** | **108,060** | **112,900** | **120,290** | **128,530** | **137,750** | **148,180** |

## Table 7-1: TDP Financial Plan for Core Public Service Operations and Maintenance (Cont.)

| TDP Financial Plan for: Core Public Service Operations & Administration | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Projected Operations Costs** | | | | | | |
| Baseline Administration | $ 990,900 | $ 1,020,630 | $ 1,051,250 | $ 1,082,790 | $ 1,115,270 | $ 1,148,730 |
| Raise/Benefit Increase (Existing Staff) | $ - | $ 70,200 | $ 72,310 | $ 74,480 | $ 76,710 | $ 79,010 |
| Additional Staffing Needs | $ - | $ 157,000 | $ 231,710 | $ 290,660 | $ 334,380 | $ 344,410 |
| Promotional Advertisting/Marketing | $ - | $ 5,250 | $ 7,880 | $ 11,820 | $ 17,730 | $ 26,600 |
| Total Administration | **$ 990,900** | **$ 1,253,080** | **$ 1,363,150** | **$ 1,459,750** | **$ 1,544,090** | **$ 1,598,750** |
| *Charlottesville (Urban) Allocation* | *$ 284,930* | *$ 344,830* | *$ 352,030* | *$ 352,760* | *$ 348,120* | *$ 335,760* |
| *Charlottesville (Rural) Allocation* | *$ 13,790* | *$ 16,690* | *$ 17,030* | *$ 17,070* | *$ 16,840* | *$ 16,250* |
| *Albemarle (Urban) Allocation* | *$ 261,950* | *$ 344,610* | *$ 382,580* | *$ 416,940* | *$ 447,620* | *$ 537,750* |
| *Albemarle (Rural) Allocation* | *$ 154,870* | *$ 187,430* | *$ 202,930* | *$ 223,260* | *$ 236,050* | *$ 231,130* |
| *Nelson Allocation* | *$ 68,380* | *$ 89,990* | *$ 91,870* | *$ 92,060* | *$ 90,850* | *$ 87,620* |
| *Fluvanna Allocation* | *$ 64,340* | *$ 82,650* | *$ 89,370* | *$ 128,360* | *$ 129,590* | *$ 124,990* |
| *Louisa Allocation* | *$ 115,990* | *$ 151,730* | *$ 185,670* | *$ 187,530* | *$ 233,800* | *$ 225,500* |
| *Buckingham Allocation* | *$ 26,650* | *$ 35,150* | *$ 41,680* | *$ 41,760* | *$ 41,210* | *$ 39,750* |
| City of Charlottesville (Urban) | $ 1,170,560 | $ 1,205,700 | $ 1,241,800 | $ 1,279,100 | $ 1,317,500 | $ 1,357,000 |
| City of Charlottesville (Rural) | $ 56,640 | $ 58,300 | $ 60,100 | $ 61,900 | $ 63,700 | $ 65,700 |
| Albemarle County (Urban) | $ 1,076,160 | $ 1,204,900 | $ 1,349,600 | $ 1,511,800 | $ 1,694,000 | $ 2,173,300 |
| Albemarle County (Rural) | $ 636,260 | $ 655,300 | $ 715,900 | $ 809,500 | $ 893,300 | $ 934,100 |
| Nelson County | $ 280,940 | $ 314,700 | $ 324,100 | $ 333,800 | $ 343,800 | $ 354,100 |
| Fluvanna County | $ 264,320 | $ 288,900 | $ 315,200 | $ 465,400 | $ 490,400 | $ 505,200 |
| Louisa County | $ 476,530 | $ 530,500 | $ 655,000 | $ 680,000 | $ 884,800 | $ 911,400 |
| Buckingham County | $ 109,510 | $ 122,900 | $ 147,000 | $ 151,400 | $ 156,000 | $ 160,700 |
| Other | $ 9,440 | $ 9,700 | $ 10,000 | $ 10,300 | $ 10,600 | $ 24,900 |
| **Total Operations Cost** | **$ 5,071,260** | **$ 5,643,980** | **$ 6,181,850** | **$ 6,762,950** | **$ 7,398,190** | **$ 8,085,150** |

## Table 7-1: TDP Financial Plan for Core Public Service Operations and Maintenance (Cont.)

| TDP Financial Plan for: Core Public Service Operations & Administration | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Anticipated Public Operations Funding Sources** | | | | | | |
| **Farebox Revenues** | **$ 554,580** | **$ 598,270** | **$ 657,330** | **$ 724,500** | **$ 792,000** | **$ 864,540** |
| *City of Charlottesville (Urban)* | *$ 130,010* | *$ 133,920* | *$ 137,930* | *$ 142,070* | *$ 146,330* | *$ 150,720* |
| *City of Charlottesville (Rural)* | *$ 8,900* | *$ 9,170* | *$ 9,450* | *$ 9,730* | *$ 10,020* | *$ 10,320* |
| *Albemarle County (Urban)* | *$ 112,360* | *$ 125,800* | *$ 140,910* | *$ 157,840* | *$ 176,870* | *$ 226,920* |
| *Albemarle County (Rural)* | *$ 97,910* | *$ 100,850* | *$ 110,160* | *$ 124,580* | *$ 137,470* | *$ 143,750* |
| *Nelson County* | *$ 62,040* | *$ 69,480* | *$ 71,560* | *$ 73,710* | *$ 75,920* | *$ 78,200* |
| *Fluvanna County* | *$ 43,250* | *$ 47,280* | *$ 51,580* | *$ 76,150* | *$ 80,250* | *$ 82,650* |
| *Louisa County* | *$ 53,010* | *$ 59,020* | *$ 72,860* | *$ 75,650* | *$ 98,430* | *$ 101,390* |
| *Buckingham County* | *$ 45,830* | *$ 51,440* | *$ 61,530* | *$ 63,380* | *$ 65,280* | *$ 67,240* |
| *Other* | *$ 1,270* | *$ 1,310* | *$ 1,350* | *$ 1,390* | *$ 1,430* | *$ 3,350* |
| **Federal** | **$ 1,415,690** | **$ 1,503,730** | **$ 1,533,810** | **$ 1,564,490** | **$ 1,595,780** | **$ 1,627,260** |
| *FTA Section 5307* | *$ 513,000* | *$ 544,900* | *$ 555,800* | *$ 566,920* | *$ 578,260* | *$ 589,660* |
| *FTA Section 5311* | *$ 864,030* | *$ 917,760* | *$ 936,120* | *$ 954,840* | *$ 973,940* | *$ 993,150* |
| **State** | **$ 775,320** | **$ 731,540** | **$ 757,270** | **$ 800,030** | **$ 828,810** | **$ 848,330** |
| *Formula Assistance Funds - 5307* | *$ 429,710* | *$ 405,440* | *$ 419,700* | *$ 443,400* | *$ 459,350* | *$ 470,170* |
| *Formula Assistance Funds - 5311* | *$ 324,800* | *$ 306,460* | *$ 317,240* | *$ 335,160* | *$ 347,220* | *$ 355,400* |
| **Other** | **$ 3,600** | **$ 3,600** | **$ 3,600** | **$ 3,600** | **$ 3,600** | **$ 3,600** |
| *MPO Funding* | *$ 3,600* | *$ 3,600* | *$ 3,600* | *$ 3,600* | *$ 3,600* | *$ 3,600* |
| **Local Contributions** | **$ 2,322,070** | **$ 2,806,840** | **$ 3,229,850** | **$ 3,670,320** | **$ 4,177,990** | **$ 4,741,420** |
| *City of Charlottesville - Urban* | *$ 832,440* | *$ 939,480* | *$ 986,710* | *$ 1,025,110* | *$ 1,063,780* | *$ 1,133,290* |
| *City of Charlottesville - Rural* | *$ 22,520* | *$ 27,430* | *$ 31,580* | *$ 35,510* | *$ 39,360* | *$ 40,070* |
| *Albemarle County - Urban* | *$ 772,480* | *$ 946,900* | *$ 1,081,360* | *$ 1,221,660* | *$ 1,379,050* | *$ 1,829,450* |
| *Albemarle County - Rural* | *$ 253,710* | *$ 309,140* | *$ 377,410* | *$ 465,750* | *$ 553,640* | *$ 571,490* |
| *Nelson County* | *$ 105,150* | *$ 139,680* | *$ 160,740* | *$ 180,600* | *$ 200,230* | *$ 203,380* |
| *Fluvanna County* | *$ 104,460* | *$ 135,120* | *$ 164,740* | *$ 265,440* | *$ 301,270* | *$ 306,330* |
| *Louisa County* | *$ 197,460* | *$ 259,690* | *$ 358,340* | *$ 406,100* | *$ 569,430* | *$ 579,340* |
| *Buckingham County* | *$ 30,860* | *$ 45,910* | *$ 64,940* | *$ 65,580* | *$ 66,110* | *$ 66,010* |
| *Other* | *$ 2,990* | *$ 3,490* | *$ 4,030* | *$ 4,570* | *$ 5,120* | *$ 12,060* |
| **Total Projected Public Operating Revenue** | **$ 5,071,260** | **$ 5,643,980** | **$ 6,181,850** | **$ 6,762,950** | **$ 7,398,190** | **$ 8,085,150** |

## Table 7-2: TDP Financial Plan for Special Grant-Funded Service Operations and Maintenance

| TDP Financial Plan for: Special Grant Funded Public Service Operations & Administration | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Annual Revenue Hours** | | | | | | |
| *New Freedom Operations - Nelson Midday* | *630* | *630* | | | | |
| *Nelson Food Pantry* | *90* | | | | | |
| *Senior Shopping* | *400* | *400* | *400* | *400* | *400* | *400* |
| ***Total Revenue Hours*** | **1,120** | **1,030** | **400** | **400** | **400** | **400** |
| **Projected Operations & Administration Costs** | | | | | | |
| *New Freedom: Mobility Management Program* | *$ 68,570* | *$ 70,630* | *$ 72,750* | *$ 74,930* | *$ 77,180* | *$ 79,500* |
| *New Freedom: Operations - Nelson Midday* | *$ 23,790* | *$ 24,500* | *$ -* | *$ -* | *$ -* | *$ -* |
| *Nelson Food Pantry* | *$ 4,130* | *$ -* | *$ -* | *$ -* | *$ -* | *$ -* |
| *Senior Shopping* | *$ 14,500* | *$ 15,557* | *$ 16,024* | *$ 16,505* | *$ 17,000* | *$ 17,510* |
| ***Total Projected Costs*** | **$ 110,990** | **$ 110,687** | **$ 88,774** | **$ 91,435** | **$ 94,180** | **$ 97,010** |
| **Anticipated Funding Sources** | | | | | | |
| New Freedom Program | **$ 92,360** | **$ 95,130** | **$ 72,750** | **$ 74,930** | **$ 77,180** | **$ 79,500** |
| *Federal New Freedom Program* | *$ 61,280* | *$ 65,090* | *$ 66,390* | *$ 67,720* | *$ 69,070* | *$ 70,430* |
| *State Paratransit Assistance* | *$ 23,690* | *$ 23,690* | *$ 23,690* | *$ 23,690* | *$ 23,690* | *$ 23,690* |
| *Local* | *$ 7,390* | *$ 6,350* | *$ (17,330)* | *$ (16,480)* | *$ (15,580)* | *$ (14,620)* |
| Nelson Food Pantry | **$ 4,130** | **$ -** | **$ -** | **$ -** | **$ -** | **$ -** |
| *Nelson County Community Fund* | *$ 2,020* | | | | | |
| *Local* | *$ 2,110* | | | | | |
| Senior Shopping | **$ 14,500** | **$ 15,557** | **$ 16,024** | **$ 16,505** | **$ 17,000** | **$ 17,510** |
| *State Paratransit Assistance* | *$ 13,780* | *$ 13,780* | *$ 13,780* | *$ 13,780* | *$ 13,780* | *$ 13,780* |
| *JABA* | *$ 720* | *$ 1,777* | *$ 2,244* | *$ 2,725* | *$ 3,220* | *$ 3,730* |
| **Total Projected Revenues** | **$ 110,990** | **$ 110,687** | **$ 88,774** | **$ 91,435** | **$ 94,180** | **$ 97,010** |

## Table 7-3: TDP Financial Plan for Human Service Agency Operations and Maintenance

| TDP Financial Plan for: Human Service Agency Service Operations | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Annual Revenue Hours** | | | | | | |
| *Urban Charlottesville* | *6,500* | *6,630* | *6,760* | *6,900* | *7,040* | *7,180* |
| *Urban Albemarle* | *1,900* | *1,940* | *1,980* | *2,020* | *2,060* | *2,100* |
| *Rural Albemarle* | *800* | *820* | *840* | *860* | *880* | *900* |
| *Nelson* | *10* | *10* | *10* | *10* | *10* | *10* |
| *Fluvanna* | *35* | *40* | *40* | *40* | *40* | *40* |
| *Louisa* | *1,900* | *1,940* | *1,980* | *2,020* | *2,060* | *2,100* |
| ***Total Revenue Hours*** | **11,145** | **11,380** | **11,610** | **11,850** | **12,090** | **12,330** |
| **Projected Costs** | | | | | | |
| Operating Costs | $ 420,835 | $ 442,600 | $ 465,100 | $ 488,900 | $ 513,800 | $ 539,700 |
| Agency Capital Match | $ 32,100 | $ 33,100 | $ 34,100 | $ 35,100 | $ 36,200 | $ 37,300 |
| ***Total Projected Costs*** | **$ 452,935** | **$ 475,700** | **$ 499,200** | **$ 524,000** | **$ 550,000** | **$ 577,000** |
| **Anticipated Funding Sources** | | | | | | |
| Agency Revenue | $ 501,525 | $ 523,500 | $ 545,700 | $ 568,800 | $ 592,400 | $ 616,500 |
| Agency Additional Match | $ 76,151 | $ 78,400 | $ 80,800 | $ 83,200 | $ 85,700 | $ 88,300 |
| ***Total Projected Revenues*** | **$ 577,676** | **$ 601,900** | **$ 626,500** | **$ 652,000** | **$ 678,100** | **$ 704,800** |
| **Surplus/(Deficit)** | **$ 124,741** | **$ 126,200** | **$ 127,300** | **$ 128,000** | **$ 128,100** | **$ 127,800** |

## 7.2 CAPITAL IMPROVEMENT PROJECTS

Chapter 6 presented JAUNT's Capital Improvement Program for replacement and expansion vehicles and all other capital projects. This chapter presents the corresponding financial plan. Table 7-4 presents the financial plan for replacement and expansion vehicles, and Table 7-5 presents the financial plan for all other capital projects, including facilities and equipment. JAUNT will utilize the annual TDP update to modify or add these items in the appropriate year.

Key expense and revenue assumptions utilized in the TDP Financial Plan for capital projects are as follows:

- Federal and state funding for FY 2012 is based on the amounts shown in the Draft SYIP for FY 2012–FY 2017.
- Costs for computer and miscellaneous hardware and computer software equipment for FY 2013 through FY 2017 were taken from JAUNT's capital budget six-year plan as submitted to DRPT.
- A five percent annual inflation rate has been assumed during the TDP six-year time period beginning in FY 2013 for all vehicle purchases and three percent per year for all other capital costs.
- For all capital items, the financial plan assumes 80% federal funding. For vehicles, the non-federal match is assumed at a ratio of 80% state funding and 20% local funding. For all other capital items, the non-federal match is assumed to be split evenly between state and local funding.
- Costs for 14 or 18 passenger vehicles and 24 passenger vehicles are based on FY 2012 unit costs of $75,000 and $104,300, respectively.
- Other FY 2012 unit costs include $150 per bus stop sign and $10,000 per bus stop shelter.

## Table 7-4: TDP Financial Plan for Replacement and Expansion Vehicles

| TDP Financial Plan for: Fleet Replacement and Expansion | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Number of Vehicles** | | | | | | |
| Replacement: 14 - 18 Passenger Bus | 6 | 10 | 11 | 10 | 15 | 16 |
| Replacement: 24 Passenger Bus | 0 | 0 | 0 | 1 | 0 | 0 |
| Expansion: 14-18 Passenger Bus | 0 | 2 | 2 | 5 | 4 | 4 |
| Management/Supervisor Vehicles | 0 | 1 | 2 | 1 | 0 | 0 |
| ***Total Vehicles*** | 6 | 13 | 15 | 17 | 19 | 20 |
| **Vehicle Costs** | | | | | | |
| Replacement: 14 - 18 Passenger Bus | $ 450,000 | $ 788,000 | $ 909,700 | $ 868,000 | $ 1,366,500 | $ 1,531,200 |
| Replacement: 24 Passenger Bus | $ - | $ - | $ - | $ 120,800 | $ - | $ - |
| Expansion: 14-18 Passenger Bus | $ - | $ 157,600 | $ 165,400 | $ 434,000 | $ 364,400 | $ 382,800 |
| Management/Supervisor Vehicles | $ - | $ 37,800 | $ 79,400 | $ 41,700 | $ - | $ - |
| ***Total Projected Vehicle Costs*** | ***$ 450,000*** | ***$ 983,400*** | ***$ 1,154,500*** | ***$ 1,464,500*** | ***$ 1,730,900*** | ***$ 1,914,000*** |
| **Anticipated Funding Sources** | | | | | | |
| Federal (80%) | $ 360,000 | $ 786,720 | $ 923,600 | $ 1,171,600 | $ 1,384,720 | $ 1,531,200 |
| State (80% of non-federal match) | $ 72,000 | $ 157,344 | $ 184,720 | $ 234,320 | $ 276,944 | $ 306,240 |
| Local (20% of non-federal match) | $ 18,000 | $ 39,336 | $ 46,180 | $ 58,580 | $ 69,236 | $ 76,560 |
| ***Total Vehicle Revenues*** | ***$ 450,000*** | ***$ 983,400*** | ***$ 1,154,500*** | ***$ 1,464,500*** | ***$ 1,730,900*** | ***$ 1,914,000*** |

## Table 7-5: TDP Financial Plan for Facility and Other Equipment Costs

| TDP Financial Plan for: Facility, Equipment, and Other Capital | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Projected Facility, Equipment, and Other Capital Improvements** | | | | | | |
| Generator | $ 15,000 | $ - | $ - | $ - | $ - | $ - |
| Computer Hardware, Misc. Hardware | $ 60,000 | $ 56,000 | $ 54,000 | $ 15,000 | $ 40,000 | $ 15,000 |
| Computer Software | $ 6,000 | $ 15,000 | $ 8,000 | $ 20,000 | $ 12,000 | $ 10,000 |
| Computer Mapping Software Upgrades | $ 6,000 | $ 20,000 | $ - | $ - | $ 24,000 | $ - |
| Two-way Radio System | $ 42,000 | $ - | $ - | $ - | $ - | $ - |
| Bus Shelters | $ - | $ 41,200 | $ - | $ - | $ 45,020 | $ - |
| Bus Stop Signs | $ - | $ 1,200 | $ - | $ - | $ 1,400 | $ - |
| Mobile Data Computer (MDCs) Replacement | $ - | $ 360,500 | $ 371,300 | $ - | $ - | $ - |
| Bus Wash Bay | $ - | $ - | $ - | $ 218,500 | $ - | $ - |
| Propane Dual Fuel Conversion | $ - | $ - | $ - | $ 145,700 | $ 150,100 | $ 154,600 |
| New Facility Study | $ - | $ - | $ - | $ - | $ 225,100 | $ - |
| ***Total Projected Capital Expenses*** | ***$ 129,000*** | ***$ 493,900*** | ***$ 433,300*** | ***$ 399,200*** | ***$ 497,620*** | ***$ 179,600*** |
| **Anticipated Funding Sources** | | | | | | |
| Federal (80%) | $ 103,200 | $ 395,120 | $ 346,640 | $ 319,360 | $ 398,096 | $ 143,680 |
| State (10%) | $ 13,284 | $ 49,390 | $ 43,330 | $ 39,920 | $ 49,762 | $ 17,960 |
| Local (10%) | $ 12,516 | $ 49,390 | $ 43,330 | $ 39,920 | $ 49,762 | $ 17,960 |
| ***Total Other Capital Revenues*** | ***$ 129,000*** | ***$ 493,900*** | ***$ 433,300*** | ***$ 399,200*** | ***$ 497,620*** | ***$ 179,600*** |

# CHAPTER 8 – TDP MONITORING AND EVALUATION

This TDP has presented a comprehensive evaluation of JAUNT's service and cost characteristics. Key elements that have been addressed in this TDP include:

- Goals, objectives and performance standards to guide further development of JAUNT services;
- A detailed evaluation of existing service characteristics;
- A peer agency review that compares JAUNT service and financial characteristics to other similar-sized systems;
- A summary of rider survey results from the 2010 JAUNT transit rider survey;
- Aspirational service and facility improvement needs;
- Financially constrained service and capital improvements proposed over the six-year TDP period, identified by year; and
- Funding requirements and potential funding sources for the financially constrained service and capital improvements.

This TDP reflects an initial step in future service improvements for JAUNT. It will be important to coordinate closely with other transportation and land use planning efforts, to continue to monitor service performance, and to provide DRPT with annual updates regarding implementation of TDP service and facility improvements.

## 8.1 Coordination with Other Plans and Program

Goals and objectives from this TDP should be reviewed and incorporated into the Comprehensive Plans for the jurisdictions in the JAUNT service area. Close and continuous coordination must also continue with the area's PDCs and other regional transit systems, such as Virginia Regional Transit. The service plans set forth for JAUNT in this TDP should also be included in the region's Constrained Long-Range Plan (CLRP) and eight-year Transportation Improvement Program (TIP).

## 8.2 Service Performance and Monitoring

This TDP identifies specific systemwide service performance benchmarks to ensure JAUNT's existing performance characteristics do not degrade substantially. Corrective measures are to be taken if these monitoring efforts identify service performance degradation. This TDP recommends a monitoring program that could be used for periodic service evaluation as described in Chapter 2.

## 8.3 Annual TDP Monitoring

The DRPT requires submittal of an annual letter that provides updates to the contents of this TDP. Recommended contents of this "TDP Update" letter include:

- A summary of ridership trends for the past 12 months.
- A description of TDP goals and objectives that have been advanced over the past 12 months.
- A list of improvements (service and facility) that have been implemented in the past 12 months, including identification of those that were noted in this TDP.
- An update to the TDP's list of recommended service and facility improvements (e.g., identify service improvements that are being shifted to a new year, being eliminated, and/or being added). This update of recommended improvements should be extended one more fiscal year to maintain a six-year planning period.
- A summary of current year costs and funding sources.
- Updates to the financial plan tables presented in Chapter 7 of this TDP. These tables should be extended one more fiscal year to maintain a six-year planning period.

# APPENDIX A

# DETAILED DESCRIPTION OF JAUNT TRANSIT SERVICE (PRIMARY SERVICE AREA ONLY)

# Detailed Description of JAUNT Transit Service

## ADA Paratransit Service

JAUNT provides ADA paratransit service for Charlottesville Area Transit (CAT) within the Charlottesville urbanized area to individuals who have a disability that prevents them from riding CAT's fixed-route bus service.

| Day of Week | Span of Service |
|---|---|
| Monday - Friday | 6:00 AM – 11:45 PM |
| Saturday | 6:00 AM – 11:45 PM |
| Sunday | 7:30 AM – 10:00 PM |

## Rural Demand Response – Intracounty Service

### Rural Albemarle Intracounty Service

Service is offered to all residents in the rural areas of Albemarle County travelling within the rural areas of the County on weekdays, as shown below.

| Day of Week | Span of Service |
|---|---|
| Monday - Friday | 6:00 AM – 11:45 PM |
| Saturday | 6:00 AM – 11:45 PM |
| Sunday | 7:30 AM – 10:00 PM |

Service hours are expanded to weeknights and weekends for rural Albemarle County residents with a disability certified for reduced fares, as shown below.

| Day of Week | Span of Service |
|---|---|
| Monday - Friday | 6:00 AM – 6:00 PM |
| Saturday | n/a |
| Sunday | n/a |

Midday service is also provided within the rural communities of Crozet, Scottsville, and Esmont for all residents, as shown below.

| Day of Week | Span of Service |
|---|---|
| Monday - Friday | 6:00 AM – 10:00 PM |
| Saturday | 10:00 AM – 10:00 PM |
| Sunday | 10:00 AM – 10:00 PM |

## Fluvanna Intracounty Service

Service is offered to all residents travelling within Fluvanna County, as shown below.

| Day of Week | Span of Service |
|---|---|
| Monday - Wednesday | 8:00 AM – 5:00 PM |
| Saturday | n/a |
| Sunday | n/a |

JAUNT also offers after school and summer camp service known as the Fluvanna Express. Transportation service is available for after school activities during the school year. From May 26th to August 6th, JAUNT provides the following before and after camp transportation services:

- 7:15 a.m. pick up from the Jefferson Center with transportation to Central Elementary (Carysbrook by request)
- 5:30 pm leave Central Elementary to return to the Jefferson Center
- Other stops as requested by reservation only

## Louisa Intracounty Service

Service is offered to all residents travelling within Louisa County, as shown below.

| Day of Week | Span of Service |
|---|---|
| Monday - Friday | 7:00 AM – 4:30 PM |
| Saturday | 7:00 AM – 4:30 PM |
| Sunday | n/a |

JAUNT also offers a service called Wellness Wheels, for all medical appointments or trips to a pharmacy within the County, as shown below.

| Day of Week | Span of Service |
|---|---|
| Monday – Friday | 10:00 AM – 2:00 PM |
| Saturday | n/a |
| Sunday | n/a |

### Nelson Intracounty Service

Service is offered to all residents travelling within two areas of Nelson County. As shown below, transportation is available to the Nelson Center and to the Lovingston area for shopping and other errands on Mondays and Tuesdays. Transportation is offered in the Rockfish/Nellysford/Afton area on Thursdays.

| Day of Week | Location | Span of Service |
|---|---|---|
| Monday and Tuesday | Central Nelson | 7:30 AM – 2:00 PM |
| Thursday | Rockfish Valley | 7:30 AM – 2:00 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

## Rural Demand Response – Midday Service to Charlottesville

### Rural Albemarle Midday Service

Anyone can ride on JAUNT's scheduled routes to Charlottesville from Crozet, Earlysville, Keswick, Stony Point, Scottsville, and Esmont, as shown below.

| Day of Week | Location | Departure Times | Return Times |
|---|---|---|---|
| Monday - Friday | Crozet | 8, 10, 12, 2 | 9, 11, 1, 3, 5 |
| Monday - Friday | Scottsville/Esmont | 6 & 9 | 12 & 4:30 |
| Monday - Friday | Keswick | 8 | 3 |
| Monday - Friday | Stony Point, Barboursville | 8 | 3 |
| Monday - Friday | Earlysville/Advance Mills | 7:30, 8, 9, 4, 5 | 6, 8, 3, 3:30 |
| Wednesday-Thursday | North Garden | 9:15 | 1:30 |
| Saturday | | n/a | n/a |
| Sunday | | n/a | n/a |

There is also a reverse commute trip from Charlottesville to Keswick that operates only on Thursday, leaving Charlottesville at 8:15 a.m. and returning from Keswick at 2:00 p.m.

### Fluvanna Midday Service

Midday service to Charlottesville is offered to residents of Fluvanna County, as shown below.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday, Thursday, Friday | Approx. 8 AM | Approx. 2 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

### Louisa Midday Service

Midday service to Charlottesville is offered to residents of Louisa County, as shown below. Two arrival and two departure times are offered on Wednesdays.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday, Tuesday, Thursday, Friday | 8:30 | 3:00 |
| Wednesday | 8:30 & 10:30 | 1:00 & 3:00 |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

### Nelson Midday Service

Midday service to Charlottesville is offered to residents of Nelson County, as shown below.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday, Wednesday, Friday | Approx. 8 AM | Approx. 3 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

## Commuter Route Service

### Buckingham County – Early Commuter Route

The 1st Buckingham Commuter Route operates in the mornings from just west of Buckingham Court House to Charlottesville. Beginning at Duck's Corner Store at the intersection of VA 56 and US 60, the route operates east on US 60, northeast on US 15, and north on VA 20 to Charlottesville. The route makes fixed stops at Buckingham Social Services in Buckingham Court House, the Dillwyn Food Lion, Midway Market and Restore N Station in Centenary, and Country Blessings Local Foods in Scottsville. Approaching Charlottesville, the route exits VA 20 and continues north on Avon Street, west on Elliott/ Cherry Avenue, north on Roosevelt Brown Boulevard, west on Crispell Drive, and northwest on Lee Street to stop at the UVA Hospital. It then loops counterclockwise, operating west on Jefferson Park Avenue, southeast on Lane Road, and east on Crispell Street back to Roosevelt Brown Boulevard. It then operates north on Roosevelt Brown Boulevard, east on W. Main Street, north on Ridge McIntire Road, and east on Market Street, with a stop at the Market Street Parking Garage at 5th Street. The route continues northeast on 9th Street, High Street, and Locust Avenue, turning into and stopping at Martha Jefferson Hospital. The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Friday | 5:25 AM | 3:45 PM |
| Saturday | 5:25 AM | 3:45 PM |
| Sunday | 5:25 AM | 3:45 PM |

## Buckingham County – Later Commuter Route

The 2nd Buckingham Commuter Route operates in the mornings from just west of Buckingham Court House to Charlottesville. Beginning at Duck's Corner Store at the intersection of VA 56 and US 60, the route operates east on US 60, northeast on US 15, and north on VA 20 to Charlottesville. The route makes fixed stops at the Confederate Monument in Buckingham Court House, the Dillwyn Food Lion, Midway Market and Restore N Station in Centenary, and Country Blessings Local Foods in Scottsville. Approaching Charlottesville, the route exits VA 20 onto I-64 westbound and north on 5th Street, making a stop to serve the hotels near the interchange. It continues north on 5th Street, west on Cherry Avenue, north on Roosevelt Brown Boulevard, west on Crispell Drive, and northwest on Lee Street to stop at the UVA Hospital. It then operates west on Jefferson Park Avenue, south on Stadium Road, and west on Whitehead Road, with a stop at in the vicinity of Scott Stadium. The route continues through the UVA campus operating north on Alderman Road, east on McCormick Road, north on Emmett Street, east on University Avenue, and south on Newcomb Road N to the loading dock at Newcomb Hall. It turns around at the loading dock, operates north on Newcomb Road N, west on University Avenue, and northeast on Emmett Street. North of the UVA campus, the route continues on US 29, and east on Boulders Road to the National Ground Intelligence Center (NGIC). The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Friday | 6:20 AM | 4:30 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

## Fluvanna County - Fork Union Commuter Route

The Fork Union Route operates in the mornings from Fork Union and operates north on US 15 and west on I-64 to Charlottesville. The route makes a fixed stop at Fork Union Pharmacy on James Madison Highway (US 15). The Fork Union Route begins at 2393 Mountain Hill Road and operates north on Mountain Hill Road, southwest on W. River Road, southwest on Winnsville Drive, east then north on US 15 (James Madison Highway), west on US 250 (Richmond Road), north on Black Cat Road, west on I-64, and north on US 29 into Charlottesville. From US 29 the route exits east on Fontaine Avenue and operates northeast on Jefferson Park Avenue, southeast on Lane Road, east on Crispell Drive, north on 11th Street SW, and northeast on Lee Street to the UVA Hospital. From the hospital, the route operates west on Jefferson Park Avenue, north on Emmet Street, west on McCormick Road, and north on Bonnycastle Drive where it u-turns and returns east on McCormick Road to Emmet Street. From this point, the route operates north on Emmet Street to US 29 North to Fashion Square Mall. From Fashion Square Mall, the route operates south on US 29, southeast on Hydraulic Road, southeast on US 250 Bypass to Pantops Mountain Road, turns around at circle, continues northwest on US 250 Bypass, southwest on E. High Street, north on Locust Avenue and west into Martha Jefferson Hospital. From the hospital, the route operates south on Locust Avenue, continues south on 10th Street NE, and west on Water Street to the downtown transit center. The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Friday | 6:00 AM | 3:45 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

**Fluvanna County - Palmyra Commuter Route**

The Palmyra Route operates in the mornings from the intersection of VA 53 (Thomas Jefferson Parkway) and US 15 in Palmyra and operates west on VA 53 and north on VA 20 (Scottsville Road) into Charlottesville. The route makes fixed stops at St. Peter and Paul Catholic Church in Palmyra, the Palmyra Food Lion, and Effort Baptist Church in Palmyra. The Palmyra Route operates northwest on VA 53 (Thomas Jefferson Parkway), north on VA 20 (Scottsville Road) into Charlottesville, east on Carlton Road, north on Monticello Road, northwest on Belmont Avenue, southwest on Meridian Street, west on Monticello Avenue, north on Avon Street, east on Market Street, and south then west on Water Street to the downtown transit center. From the transit center, the route operates west on W. Main Street, south on 11th Street SW, northwest on Lee Street, northeast on Jefferson Park Avenue, northwest on University Avenue, north on Emmet Street to US 29 N, east on Mall Drive (Fashion Square Mall), returns to US 29 traveling south, southeast on Hydraulic Road, southeast on the US 250 Bypass, southwest on E. High Street, and south on Meade Avenue to the end of the route at Carlton Road and Broadway Street. The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Friday | 6:05 AM | 4:00 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

**Louisa County - Louisa Commuter Route**

The Louisa Commuter Route operates in the mornings from the Mineral Express in Mineral and operates along VA 22 and US 250 to Charlottesville. The route makes fixed stops at Mineral Express, Louisa Food Lion, K&B Market (near Trevilians), and the Zion Crossroads Park and Ride Lot (I-64 and VA 15 in the Best Western lot). From the Mineral Express at E. 1st Street and VA 22, the route operates northwest on VA 22, south on US 15 (James Madison Highway), west on US 64, and northwest on US 250 (Richmond Road). In Charlottesville, the route operates southwest on E. High Street, south on 10th Street NE, and west onto Water Street to the downtown transit center. From the transit center, the route operates west on W. Main Street, south on 11th Street SW, northwest on Lee Street, west on Jefferson Park Avenue, north on Emmet Street, west on McCormick Road, and north on Bonnycastle Drive to the end of the route. The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Friday | 5:50 AM | 5:05 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

## Nelson County - Lovingston Commuter Route

The Lovingston Route operates in the mornings from Front Street in Lovingston and makes stops along Route 29 to Charlottesville. Beginning at 711 Front Street in Lovingston, the route operates north on Front Street and northeast on Route 29 to Charlottesville. Front Street in Lovingston is the only fixed stop along the route. Approaching Charlottesville, the route exits east onto Fontaine Avenue and then continues northeast on Jefferson Park Avenue, south on Lane Road, east on Crispell Drive, and northwest on Lee Street to stop at the UVA Hospital. The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Friday | 6:45 AM | 4:30 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

## Nelson County - Roseland Commuter Route

The Roseland Route operates in the mornings from the intersection of Patrick Henry Highway and Honeysuckle Lane in Roseland and travels along Routes 151, 56, and 29 to Charlottesville. From the intersection of Patrick Henry Highway and Honeysuckle Lane in Roseland, the route operates south along Patrick Henry Highway, southeast along Roseland Road, east along Tye Brook Highway (VA 56), and northeast on Route 29 to Charlottesville. The two fixed stops along the route are at the intersection of VA 151 and VA 765 in Roseland and at the intersection of VA 56 and US 29 in Colleen. Approaching Charlottesville, the route exits east onto Fontaine Avenue and then loops south on Ray C. Hunt Drive to access UVA buildings before continuing east on Fontaine Avenue. The route continues northeast on Jefferson Park Avenue, southeast on Lee Street, northeast on 11$^{th}$ Street, east on W. Main Street, north on Ridge-McIntire Road, southeast on Market Street, and south on E. Water Street to the downtown transit center. The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Friday | 6:00 AM | 4:45 PM |
| Saturday | n/a | n/a |
| Sunday | n/a | n/a |

## Nelson County - Nelson to Wintergreen Route

The Nelson to Wintergreen Route operates Wednesday through Sunday from Ridge Lane in Lovingston to the Wintergreen Resort. Fixed stops are located on Ridge Lane in Lovingston, on E. Lexington Avenue in Amherst, and at the Wintergreen Resort. The Nelson to Wintergreen Route operates from Ridge Lane and continues south on US 29 to the town of Amherst. The route exits onto N. Main Street and operates southwest on N. Main Street, south on Lexington Avenue (Route 60), and northeast on US 29. From US 29 north of Amherst, the route operates northwest on Highway 151 (Patrick Henry Highway-Rockfish Valley Highway), west on VA 664 (Beech Grove Road), and north on Wintergreen Drive to the resort entrance. The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Tuesday | n/a | n/a |
| Wednesday - Friday | 7:15 AM | 5:00 PM |
| Saturday | 7:15 AM | 5:00 PM |
| Sunday | 7:15 AM | 5:00 PM |

**Nelson County - Charlottesville to Wintergreen Route**

The Charlottesville to Wintergreen Route operates Friday through Tuesday in the mornings from the Barracks Road Shopping Center (CVS bus stop) in Charlottesville to the Wintergreen Resort. The only fixed stops along the route are the Barracks Road Shopping Center and the Wintergreen Resort. From the Barracks Road Shopping Center, the route operates northeast on Millmont Street, northwest on Barracks Road, southwest on US 29 Bypass, exits west onto US 250 (Ivy Road), south on VA 151, west on VA 664 (Beech Grove Road), and north on Wintergreen Drive to the resort entrance. The afternoon trip operates in the reverse direction.

| Day of Week | Departure Time | Return Time |
|---|---|---|
| Monday - Tuesday | 7:45 AM | 5:15 PM |
| Wednesday - Thursday | n/a | n/a |
| Friday | 7:45 AM | 5:15 PM |
| Saturday | 7:45 AM | 5:15 PM |
| Sunday | 7:45 AM | 5:15 PM |

# APPENDIX B

# JAUNT PEER SYSTEM ANALYSIS

This appendix presents the methodology and results of a peer analysis of JAUNT services completed for the service evaluation process of the TDP. A transit peer analysis provides one way of evaluating various performance characteristics of a service provider to public transit systems with a similar operating environment. It can be informative for planning purposes for a transit agency to know how its service provision and financial characteristics compare with other agencies.

A few caveats are noteworthy here. While a peer analysis provides operational and financial information, other aspects of service quality that are not included in this information, such as passenger satisfaction, vehicle cleanliness and comfort, and schedule adherence. Such information is typically available from an on-board survey effort, such as the one for JAUNT documented in Appendix C.

Additionally, a transit agency may also have unique operating and financial characteristics that are not evident in the peer review. These factors make it difficult to find true peer systems for the analysis. For example, JAUNT is rather unique in that it provides rural demand response service and commuter routes over a multi-jurisdictional service area, as well as ADA paratransit in the Charlottesville urbanized area under contract to Charlottesville Area Transit (CAT). These factors make it difficult to find true peer systems for the analysis. Every effort is made to find peers that share similar service areas and transit environments, but no comparison can be perfect.

This appendix contains the following sections. Section 1 discusses the data sources used for the peer analysis, and Section 2 describes the process used to select the JAUNT peer transit systems. Section 3 provides an overview of the service area characteristics, services provided, service provision characteristics, passenger trips, and operating costs and revenue sources for JAUNT and the peer systems. Section 4 provides a detailed comparison of specific service productivity measures, focusing on vehicle utilization, service supplied, service effectiveness, cost efficiency, and cost effectiveness. Section 5 summarizes the key findings of the peer analysis.

## 1.0 PEER ANALYSIS DATA SOURCES

The National Transit Database (NTD) was established by Congress to be the primary source for information and statistics on the public transit systems of the United States. The NTD is used by the FTA and other federal, state, and local agencies as a resource to help guide public investment decisions, shape public policy, and develop planning initiatives. The NTD reports various standard measures of performance that allow decision makers and other stakeholders to determine the efficiency and effectiveness of transit services on a local, regional and national basis.

The NTD is the only comprehensive source of validated operating and financial information reported by transit systems nationwide. Therefore, it is the most reliable source of data to use when comparing peer systems. The NTD is updated annually with information submitted by transit agencies. The FTA reviews and confirms the accuracy of the information and publishes a final report after a reporting transit agency successfully responds to all comments and inquiries. The NTD reports various standard measures of performance that allow decision makers and other stakeholders to determine the efficiency and effectiveness of transit services on a local, regional and national basis. There is, however, some

variation in how a few data items are reported from agency to agency, including service area size, service area population, and farebox revenue.

While NTD information is publicly available for transit systems receiving Urbanized Area Formula Program funds, data for transit systems that only receive Other than Urbanized Area (Rural) Formula Program funds is not. Data for these agencies is reported to the Rural Module of the NTD by each of the States and Indian Tribes which are direct FTA grantees in the Section 5311 Program. States and Tribes then file reports on behalf of their transit system subrecipients – subrecipients in the Section 5311 Program do not report directly to the Rural NTD Module. However, this data is not publicly available on the NTD website, and must be obtained directly from the State, Tribe, or transit system.

At the time of this peer analysis, NTD data for FY 2009 was available for all but one of the peer systems, Roanoke Agency Dial-a-Ride (RADAR). Because of this, FY 2009 data for RADAR was obtained directly from the agency, and may not conform exactly to NTD standards.

## 2.0 PEER SELECTION PROCESS

This peer analysis identifies peer systems that share similar service areas and transit environments. While the peer analysis does not capture all of the unique characteristics found in the JAUNT service area, it does provide a basis for comparison to evaluate the performance of the system.

The peer selection process used both primary and secondary screening criteria, in order to determine transit systems that have similar service area characteristics. Primary selection criteria included the types of services provided, serving a comparable urbanized area plus multiple rural counties, and service area population density. Secondary criteria included the service area size, number of vehicles operated in maximum service, annual revenue hours, and annual revenue miles. While transit agencies in or near Virginia were preferred, the unique characteristics of JAUNT's service mix and service area required inclusion of transit agencies in other parts of the country (e.g., Texas and California).

| Criteria | Importance |
|---|---|
| Comparable Types of Services Provided | Primary |
| Serves Comparable UZA Plus Multiple Rural Counties | Primary |
| Service Area Population Density | Primary |
| Service Area Size (Square Miles) | Secondary |
| Number of Peak Vehicles | Secondary |
| Annual Revenue-Hours | Secondary |
| Annual Revenue Miles | Secondary |

The criteria were applied to research results from the following sources of information:

- Federal Transit Administration, National Transit Database, Appendix D: 2000 U.S. Urbanized Areas (UZAs), Populations, Square Miles and Densities Reported by Transit Agencies
- U.S. Bureau of the Census, Geographic Comparison Tables, 2000
- Federal Transit Administration, National Transit Database for Report Year 2009
- Virginia Department of Rail and Public Transportation, Virginia Transit Performance Report (FY 2004 – 2008)
- Roanoke Agency Dial-a-Ride, Director of Finance
- RADAR Transit Development Plan: Fiscal Years 2010 – 2015
- Transit agency web sites

Numerous transit systems were reviewed to determine the best peer group for JAUNT. For this analysis, Virginia-based systems were reviewed first to capture the unique political climate for transit in the state. RADAR provides the best and only comparison in Virginia, based on the similar mix of services if offers in the Roanoke area and its ADA Paratransit relationship with Roanoke's fixed route provided, Valley Metro. Five other peer systems outside Virginia were also identified based on their service area characteristics and mix of services. They include one system in Maryland (Shore Transit), one in South Carolina (PDRTA), two in Texas (TAPS and The Hop), and one in California (SLORTA).

Table 2-1 shows the six transit systems identified as peers based on the application of the selection criteria described above. It should be noted that all of the urban peer systems provide services characterized by NTD as both demand response and bus modes. NTD's demand response mode typically includes ADA complementary paratransit, as well as public demand response services most often in rural areas. NTD's bus mode includes fixed route and fixed schedule services, which could be provided in either urban or rural areas.

To the extent possible, the types of service comparable to JAUNT were isolated for the peer analysis, paying careful attention to the descriptions of service on each agency's website. For three of the peers (PDRTA, TAPS, and The Hop) only demand response statistics, covering ADA paratransit and rural demand response services, were included in the analysis.

However, for RADAR, Shore Transit, and SLORTA, both demand response and motor bus statistics were included. These agencies provide fixed route services in addition to ADA paratransit and rural demand response. The majority of the fixed routes operated by these three agencies provide connections between rural and urban areas, as JAUNT does. However, JAUNT's commuter route service is operated with body-on-chassis vehicles and is limited to one AM and one PM trip per route each day. Additionally, in both Roanoke and San Luis Obispo, urban fixed route services are provided by a separate agency (Valley Metro and SLO Transit, respectively). Only Shore Transit is also the urban fixed route provider, and data was available on the agency website to permit the exclusion of statistics for the Salisbury urban routes.

**Table 2-1: Peer Transit Agencies Selected**

| Full Transit Agency Name | Agency Abbreviation | Service Modes Included in Peer Analysis | UZA Served | Independent Jurisdictions Served |
|---|---|---|---|---|
| Roanoke Agency Dial-a-Ride | RADAR | Demand Response; Motor Bus | Roanoke, VA | 5 |
| Pee Dee Regional Transportation Authority | PDRTA | Demand Response | Florence, SC | 6 |
| Tri-County Council for Lower Eastern Shore of MD | Shore Transit | Demand Response; Motor Bus | Salisbury, MD-DE | 3 |
| Texoma Area Paratransit System, Inc. | TAPS | Demand Response | Sherman, TX | 3 |
| Hill Country Transit District | The Hop | Demand Response | Killeen, TX | 9 |
| San Luis Obispo RTA | SLORTA | Demand Response; Motor Bus | San Luis Obispo, CA | 2 |
| **JAUNT, Inc.** | **JAUNT** | **Demand Response** | **Charlottesville, VA** | **6** |

Descriptions of each agency and the services they provide follow:

**Roanoke Agency Dial-a-Ride (Roanoke, VA) –** is operated by Unified Human Services Transportation System, Inc. (UHSTS), a non-profit corporation which has provided rural public transit services and specialized transit primarily in the Roanoke Valley and surrounding areas for over 33 years. In the Roanoke area, RADAR provides ADA paratransit and rural transit services, while Valley Metro provides urban fixed route services. RADAR services are aimed at individuals with physical and/or mental disabilities, or individuals who are transportation disadvantaged. The RADAR Transit system provides bus services via fixed, deviated fixed, and demand response routes. The system runs three fixed express service routes (Hollins Express, Ferrum Express, and Maroon Route), two deviated fixed routes (Mountain Express, Piedmont Area Regional Transit), and two demand-response services (CORTRAN, STAR).

**Pee Dee Regional Transportation Authority (Florence, SC)** –provides public transportation in the six county Pee Dee region of South Carolina covering Chesterfield, Darlington, Dillon, Florence, Marion, and Marlboro counties. Paratransit or demand response services are the largest portion of PDRTA's services and medical appointments make up the largest portion of paratransit services. Only the demand response statistics are included in the peer analysis. However, PDRTA also operates fixed route bus service in the greater City of Florence area, as well as fixed route commuter services into Florence from Dillon, Marion, Hartsville, and Darlington; between Chesterfield, Cheraw, and Bennettsville connecting Chesterfield and Marlboro counties; and between Lake City and Myrtle Beach.

**Shore Transit (Salisbury, MD)** – is the public transportation division of the Tri-County Council for the Lower Eastern shore of Maryland serving the area of Somerset, Wicomico, and Worcester counties. As the only transit provider in the area, Shore Transit provides a wide range of services. These services include fixed route service in the small urban MPO area in Wicomico County serving Salisbury, Delmar, and Fruitland; general public demand-response service and ADA complementary service in the three-county area; social service agency service in Wicomico and Worcester counties; services to Medicaid clients through the Departments of Social Services in each county; and regional routes serving the rural areas. Statistics for the Salisbury fixed routes funded with Section 5307 grants was excluded from the peer analysis based on documentation available on the website.

**TAPS Public Transit (Sherman, TX)** - provides safe, dependable and affordable transportation for persons who depend on public transportation or who desire to avoid the high cost of fuel and/or the increasing stress of driving in extreme traffic. TAPS was originally created by thirteen separate Senior

Centers and communities in Fannin, Grayson, and Cooke counties to consolidate funds and other resources and achieve more service and better efficiencies. TAPS now serves individuals of all ages and income groups in a six-county service area. TAPS is used most often to access employment, education, medical appointments and nutrition. Only the demand response statistics are included in the peer analysis. However, TAPS also provides a limited amount of fixed route service on two routes.

**The HOP (Killeen, TX)** – is a regional public transit system operated by Hill Country Transit District (HCTD). HCTD has provided the transit service in a nine-county area in Central Texas since the 1960s. HCTD serves as both the rural provider and the urban provider, operating services for rural trips, ADA paratransit trips, and fixed route trips. Rural service is provided throughout the nine-county area, including public, social service agency, and Medicaid trips. Only the demand response statistics are included in the peer analysis. However, the Hop also provides fixed route service in the two urban areas of the district, Killeen and Temple.

**San Luis Obispo RTA (San Luis Obispo, CA) -** provides intercommunity public transportation in a service area that includes all of San Luis Obispo County and extends into Santa Barbara County to the south. In the San Luis Obispo urbanized area, SLORTA provides ADA paratransit and rural transit services, while San Luis Obispo Transit (SLO Tran) provides urban fixed route services. SLORTA provides rural regional fixed route connecting cities throughout its service area, demand response within four local communities, and ADA paratransit services in the San Luis Obispo and the Five Cities areas. It also oversees the administration of South County Area Transit (SCAT) which operates in the Five Cities area between Shell Beach, Pismo Beach, Grover Beach, Oceano, and Arroyo Grande.

A number of other transit systems were considered for the peer review, such as Fredericksburg Regional Transit (Fredericksburg, VA), Santee Wateree RTA (Sumter, SC), and Wiregrass Transit Authority (Dothan, AL), among others. However, these systems were ruled out after comparison of the FY 2009 data.

Table 2-2 summarizes the peer system data for the selection criteria, as well as the peer group averages. It is important to note that some peer characteristics are higher than JAUNT and some are lower, but the averages qualify for analytic purposes as characteristics of the "seventh" peer system.

**Table 2-2: Peer Transit Agency Comparisons**

| Agency | Service Area | | | Comparable Service Totals | | |
|---|---|---|---|---|---|---|
| | Size (Sq. Miles) | Population | Population Density | Peak Vehicles | Annual Revenue Miles | Annual Revenue Hours |
| RADAR | 1,828 | 332,278 | 182 | 31 | 768,427 | 59,406 |
| PDRTA | 3,553 | 331,000 | 93 | 86 | 2,069,053 | 87,944 |
| Shore Transit | 1,177 | 164,997 | 140 | 37 | 1,652,820 | 72,466 |
| TAPS | 6,518 | 265,595 | 41 | 65 | 931,236 | 58,304 |
| The Hop | 8,426 | 395,300 | 47 | 90 | 1,782,853 | 115,444 |
| SLORTA | 3,320 | 206,008 | 62 | 27 | 1,313,004 | 49,555 |
| **Peer Average** | **4,137** | **282,530** | **94** | **56** | **1,419,566** | **73,853** |
| **JAUNT** | **2,500** | **200,027** | **80** | 59 | **1,551,360** | **105,469** |

Key observations about JAUNT's peer group include the following:

- **Service Area Size, Population, and Density** – Four of the peer service areas are larger than the JAUNT system and two are smaller. JAUNT's service area size is almost half (60%) the peer average. Four of the peers serve larger populations than the JAUNT system and two serve smaller populations. However, the population density of the JAUNT service area is similar to the peer average.

- **Peak Vehicles** – Half of the peer systems operated fewer vehicles in maximum service and half operated more than JAUNT.

- **Annual Revenue Hours** – Five of the peer systems operated fewer revenue hours than JAUNT and one operated more.

- **Annual Revenue Miles** – Half of the peer systems operated fewer revenue miles than JAUNT and half operated more.

# 3.0 PEER SYSTEM OVERVIEW

The following is a general overview of the peer system characteristics. This includes the service area characteristics, span of service, service provision characteristics, annual passenger trips, and annual operating expenses and fare revenues.

## 3.1 SERVICE AREA CHARACTERISTICS

Table 3-1 displays the urbanized area and number of independent jurisdictions served and service area size (in square miles), population, and population density for each peer, the peer average, and JAUNT. It is important to note that the process for determining a transit system's service area and population varies from system to system, as the NTD does not specify the specific methodology to be used.

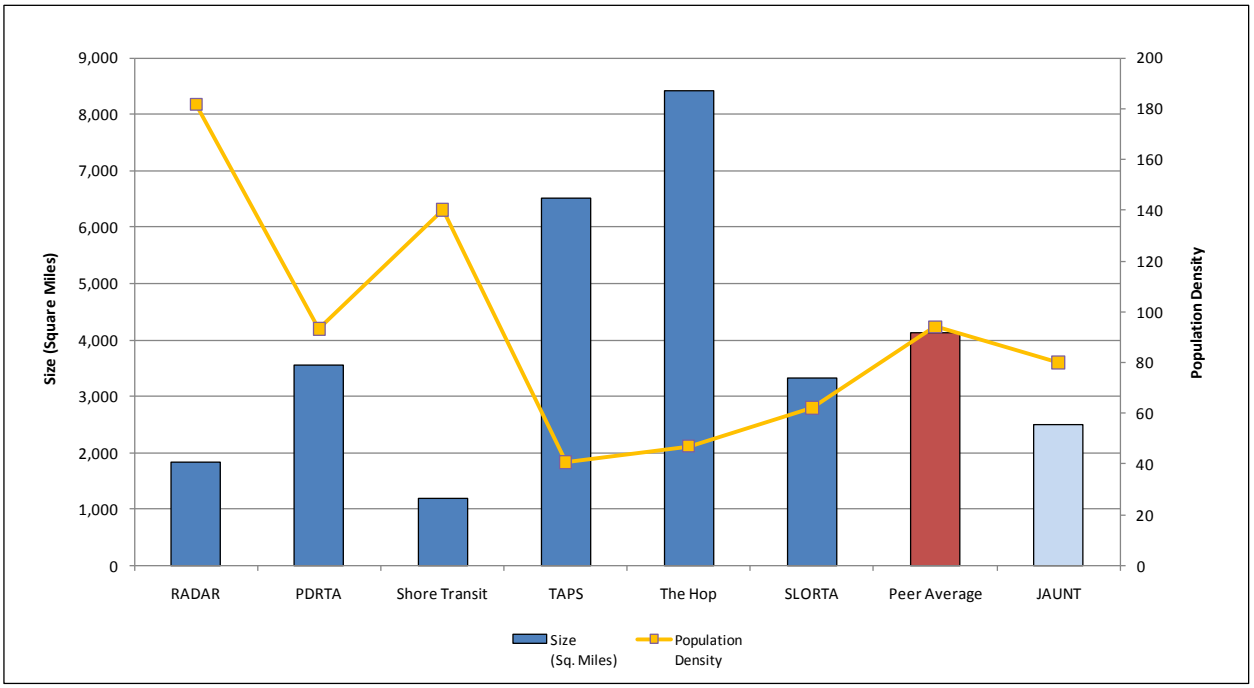
The peer systems serve an average of five independent jurisdictions, while JAUNT serves six (including the City of Charlottesville). JAUNT's service area size is 40% smaller than the peer average, and its service area population is 29% smaller than the peer average. JAUNT's service area population density is 15% lower than the peer average. SLORTA appears to be the most comparable peer to JAUNT based on a combination of service area size, population, and density.

**Table 3-1: Peer Comparison – Service Area Characteristics**

| Agency | Service Area Characteristics | | | | |
|---|---|---|---|---|---|
| | Urbanized Area Served | Independent Jurisdictions Served | Size (Sq. Miles) | Population | Population Density |
| RADAR | Roanoke, VA | 5 | 1,828 | 332,278 | 182 |
| PDRTA | Florence, SC | 6 | 3,553 | 331,000 | 93 |
| Shore Transit | Salisbury, MD-DE | 3 | 1,177 | 164,997 | 140 |
| TAPS | Sherman, TX | 3 | 6,518 | 265,595 | 41 |
| The Hop | Killeen, TX | 9 | 8,426 | 395,300 | 47 |
| SLORTA | San Luis Obispo, CA | 2 | 3,320 | 206,008 | 62 |
| **Peer Average** | | **5** | **4,137** | **282,530** | **94** |
| **JAUNT** | **Charlottesville, VA** | **6** | **2,500** | **200,027** | **80** |

Figure 3-1 graphically portrays the service area size and population density for the peer systems. In terms of size (in square miles), two systems, RADAR and Shore Transit, operate in smaller areas than JAUNT. The peer systems reported service areas that ranged in size from 1,177 to 8,426 square miles, with an average of 4,137 square miles, compared to JAUNT's 2,500 square mile service area.

**Figure 3-1: Peer Comparison - System Service Area Size and Population Density (2000)**



In terms of densities, three systems, TAPS, The Hop, and SLORTA, operate in areas with lower densities than JAUNT. The service area populations of the peer systems ranged from 164,997 to 395,300 persons, with an average of 282,530 persons, compared with JAUNT's service area population of 200,027 persons.

Please note that population figures from 2000 may not accurately depict the current populations and densities of the peer service areas. New 2010 census data will provide much more recent estimates of population and densities.

## 3.2 Service Provision Characteristics

Table 3-2 displays the number of vehicles operated in maximum service (peak vehicles), annual revenue vehicle-miles, and annual revenue vehicle-hours for the peer analysis. As discussed in Section 2.0, a portion of the services provided by each peer system was used the peer analysis. A combination of rural, demand response, fixed route, and ADA services were chosen for each peer system so that the data would be as comparable as possible to JAUNT's services.

**Table 3-2: Peer Comparison – Service Provision Characteristics**

| Agency | Comparable Service Totals | | |
|---|---|---|---|
| | Peak Vehicles | Annual Revenue Miles | Annual Revenue Hours |
| RADAR | 31 | 768,427 | 59,406 |
| PDRTA | 86 | 2,069,053 | 87,944 |
| Shore Transit | 37 | 1,652,820 | 72,466 |
| TAPS | 65 | 931,236 | 58,304 |
| The Hop | 90 | 1,782,853 | 115,444 |
| SLORTA | 27 | 1,313,004 | 49,555 |
| **Peer Average** | **56** | **1,419,566** | **73,853** |
| **JAUNT** | **59** | **1,551,360** | **105,469** |

## 3.3 Services Provided

Table 3-3 presents the services included in the peer analysis for the peer systems by type and their days and hours of operation. This table shows the diversity of types of service and span of service among the peer systems.

## Table 3-3: Peer Comparison – Services Provided and Service Span

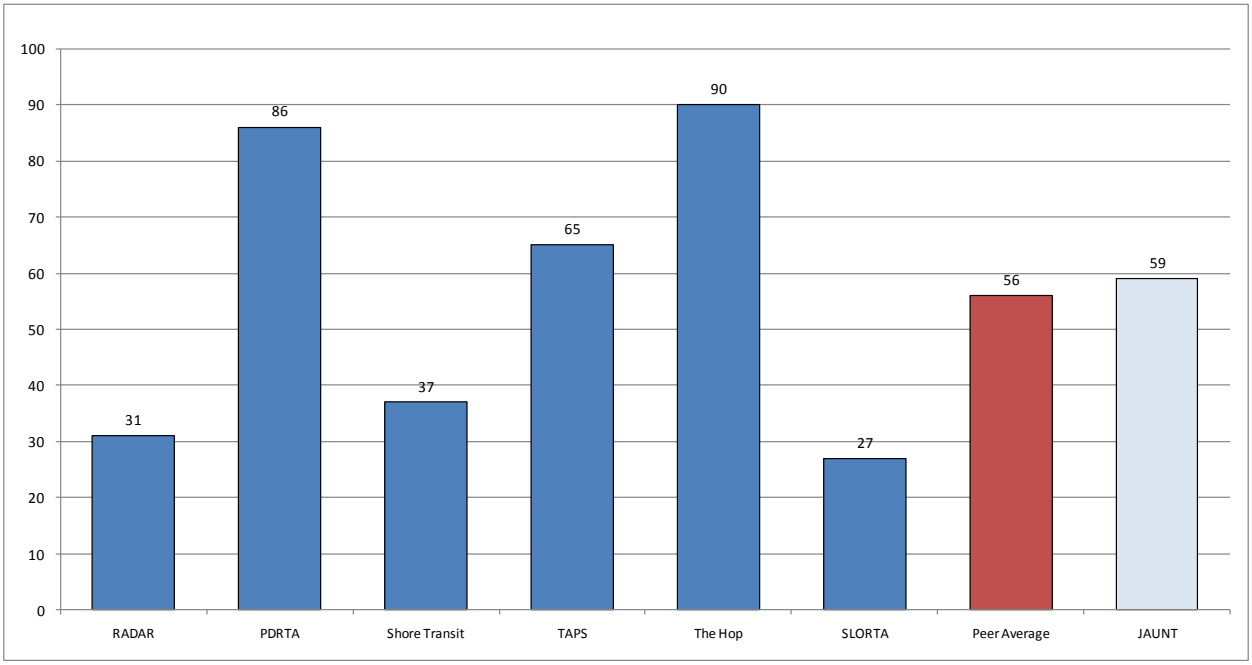
| Agency | ADA Paratransit | | Public Demand Response | | Fixed/Deviated Route | | Commuter/Express Routes | |
|---|---|---|---|---|---|---|---|---|
| | Days | Hours | Days | Hours | Days | Hours | Days | Hours |
| RADAR | Weekdays<br>Saturday<br>Sunday | 5:45 a.m. - 8:45 p.m.<br>5:45 a.m. - 8:45 p.m.<br>n/a | Weekdays<br>Saturday<br>Sunday | 7:00 a.m. - 6:00 p.m.<br>n/a<br>n/a | Weekdays<br>Saturday<br>Sunday | 7:30 a.m. - 5:30 p.m.<br>n/a<br>n/a | Weds-Fri<br>Saturday<br>Sunday | 4:00 p.m. - 12:00 a.m.<br>12:00 p.m. - 12:00 a.m.<br>n/a |
| PDRTA | Weekdays<br>Saturday<br>Sunday | 7-10 a.m. & 3-5 p.m.<br>n/a<br>n/a | Weekdays<br>Saturday<br>Sunday | 5:00 a.m. - 7:00 p.m.<br>6:00 a.m. - 6:00 p.m.<br>7:00 a.m. - 6:00 p.m. | Weekdays<br>Saturday<br>Sunday | not included<br>n/a<br>n/a | Weekdays<br>Saturday<br>Sunday | 6:00 a.m. - 12:00 a.m.<br>6:00 a.m. - 12:00 a.m.<br>6:00 a.m. - 12:00 a.m. |
| Shore Transit | Weekdays<br>Saturday<br>Sunday | 5:00 a.m. - 6:30 p.m.<br>7:30 a.m. - 7:00 p.m.<br>n/a | Weekdays<br>Saturday<br>Sunday | 5:00 a.m. - 6:30 p.m.<br>7:30 a.m. - 7:00 p.m.<br>n/a | Weekdays<br>Saturday<br>Sunday | not included<br>not included<br>n/a | Weekdays<br>Saturday<br>Sunday | 4:30 a.m. - 1:30 a.m.<br>4:30 a.m. - 1:30 a.m.<br>4:30 a.m. - 1:30 a.m. |
| TAPS | Weekdays<br>Saturday<br>Sunday | 5:00 a.m. - 7:30 p.m.<br>5:30 a.m. - 3:00 p.m.<br>n/a | Weekdays<br>Saturday<br>Sunday | 5:00 a.m. - 7:30 p.m.<br>5:30 a.m. - 3:00 p.m.<br>n/a | Weekdays<br>Saturday<br>Sunday | not included<br>not included<br>n/a | Weekdays<br>Saturday<br>Sunday | n/a<br>n/a<br>n/a |
| The Hop | Weekdays<br>Saturday<br>Sunday | 6:00 a.m. - 7:00 p.m.<br>10:00 a.m. - 5:00 p.m.<br>n/a | Weekdays<br>Saturday<br>Sunday | 6:30 a.m. - 7:00 p.m.<br>n/a<br>n/a | Weekdays<br>Saturday<br>Sunday | not included<br>not included<br>n/a | Weekdays<br>Saturday<br>Sunday | n/a<br>n/a<br>n/a |
| SLORTA | Weekdays<br>Saturday<br>Sunday | 6:00 a.m. - 9:30 p.m.<br>8:00 a.m. - 8:00 p.m.<br>8:00 a.m. - 7:00 p.m. | Weekdays<br>Saturday<br>Sunday | 6:30 a.m. - 6:30 p.m.<br>n/a<br>n/a | Weekdays<br>Saturday<br>Sunday | 5:30 a.m. - 8:00 p.m.<br>6:30 a.m. - 8:00 p.m.<br>6:30 a.m. - 7:00 p.m. | Weekdays<br>Saturday<br>Sunday | 5:30 a.m. - 10:00 p.m.<br>8:00 a.m. - 8:30 p.m.<br>8:00 a.m. - 7:30 p.m. |
| **JAUNT** | **Weekdays<br>Saturday<br>Sunday** | **6:15 a.m. - 11:50 p.m.<br>6:15 a.m. - 11:50 p.m.<br>7:30 a.m. - 10:00 p.m.** | **Weekdays<br>Saturday<br>Sunday** | **6:00 a.m. - 6:00 p.m.*<br>7:00 a.m. - 4:30 p.m.*<br>n/a *** | **Weekdays<br>Saturday<br>Sunday** | **n/a<br>n/a<br>n/a** | **Weekdays<br>Saturday<br>Sunday** | **AM & PM Peak Trips<br>AM & PM Peak Trips**<br>AM & PM Peak Trips**** |

* Varies by jurisdiction; Saturday & Sunday service in rural Albemarle County for Certified Passengers with a disability provided from 10:00 a.m. - 10:00 p.m.

** Only Wintergreen routes and Buckingham early route operate on weekends

The number of peak buses is an indicator of overall transit system size. As shown in Table 3-3 and Figure 3-2, in Report Year 2009, the peak fleets of peer bus systems ranged from 27 to 90 vehicles, with an average of 56 vehicles. JAUNT operated 59 peak buses, which was 5% more than the peer average.

**Figure 3-2: Peer Comparison - Peak Vehicles (RY 2009)**




Annual revenue hours and revenue miles contributed to the peer selection process in order to create an average of systems with similar levels of service to assess productivity measures fairly. Figure 3-3 presents annual revenue vehicle-hours for the peer systems. In Report Year 2009, JAUNT operated 105,469 revenue hours, with JAUNT's hours 43% higher than the peer average. Only The Hop operated more revenue hours than JAUNT. Figure 3-4 presents annual revenue vehicle-miles for the peer systems. In Report Year 2009, JAUNT operated 1,551,360 revenue miles, with JAUNT's miles 9% higher than the peer average.

**Figure 3-3: Peer Comparison - Annual Revenue Hours (RY 2009)**

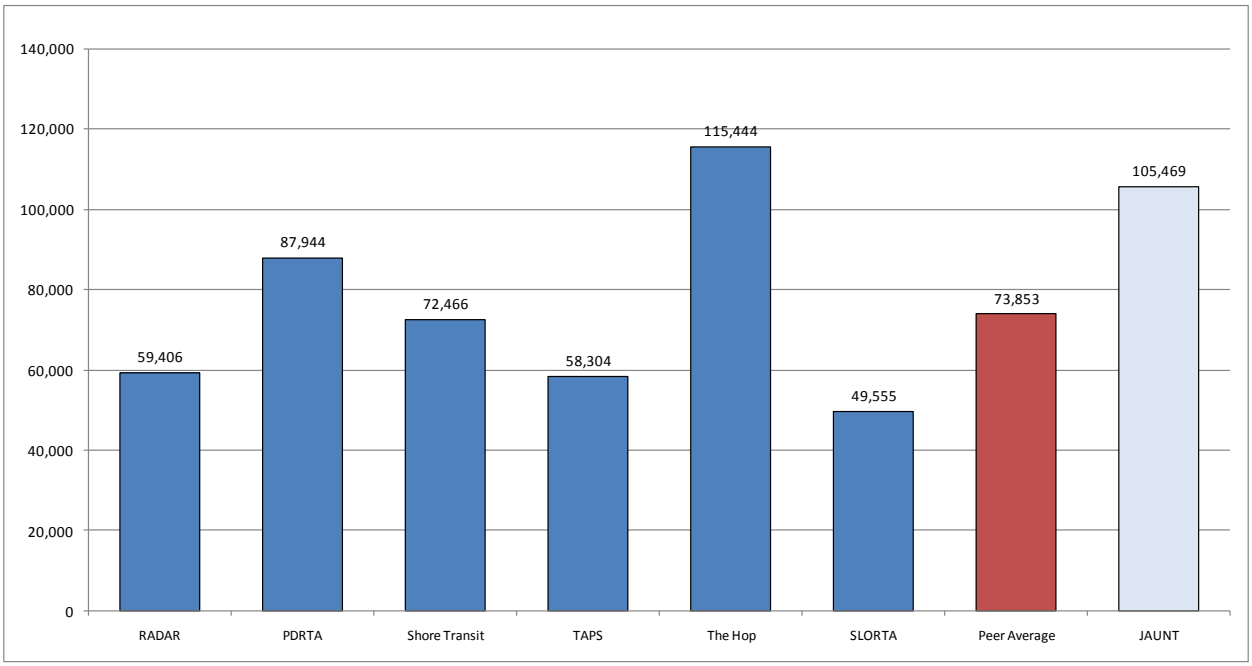
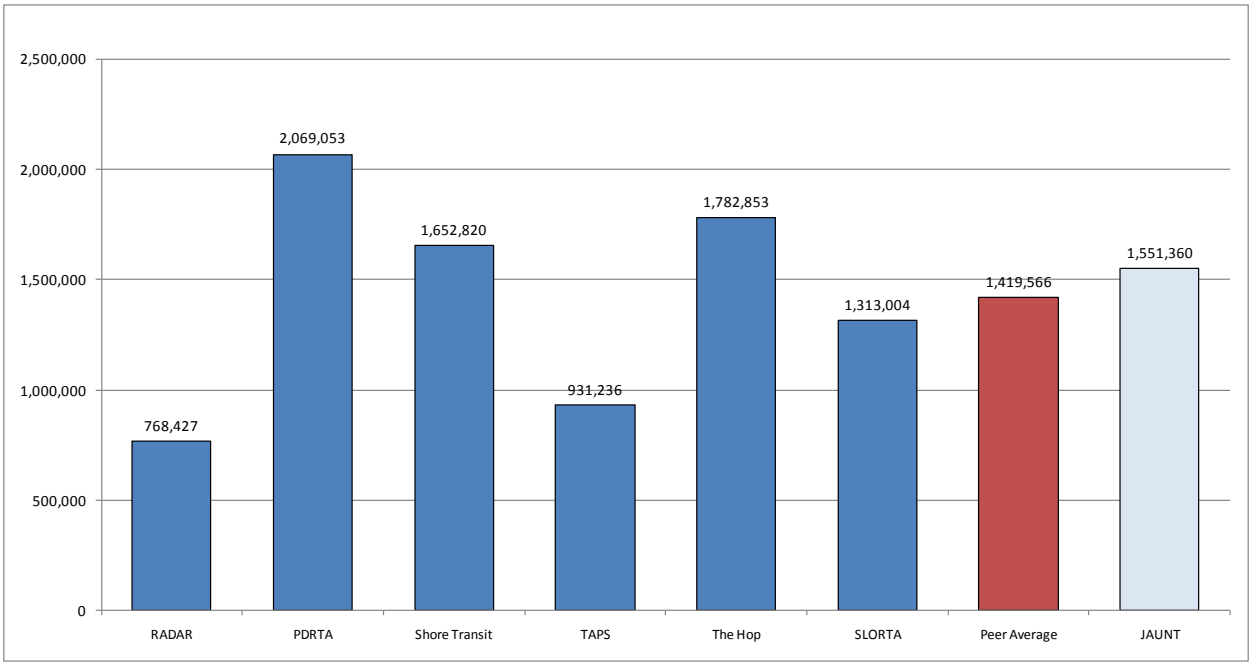


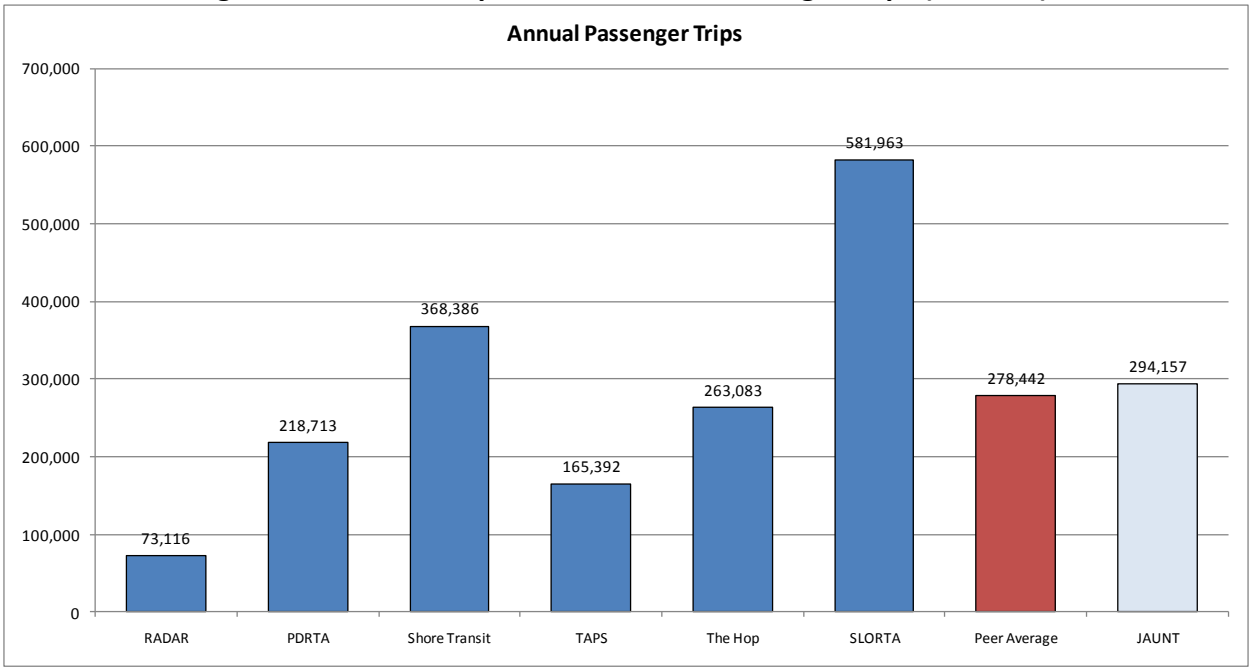

**Figure 3-4: Peer Comparison - Annual Revenue Miles (RY 2009)**



## 3.4 ANNUAL PASSENGER TRIPS

Annual ridership, as measured in passenger trips, reflects the total number of boardings made by users of the transit system. A passenger trip is recorded every time a person boards a transit vehicle, including multiple transfers that may occur between the trip origin and the final destination. As shown in Figure 3-5, in Report Year 2009, JAUNT reported 294,157 passenger trips, with JAUNT's passenger trips 6% higher than the peer average. Only SLORTA and Shore Transit reported more passenger trips than JAUNT.

**Figure 3-5: Peer Comparison – Annual Passenger Trips (RY 2009)**




## 3.5 ANNUAL OPERATING COSTS AND REVENUE SOURCES

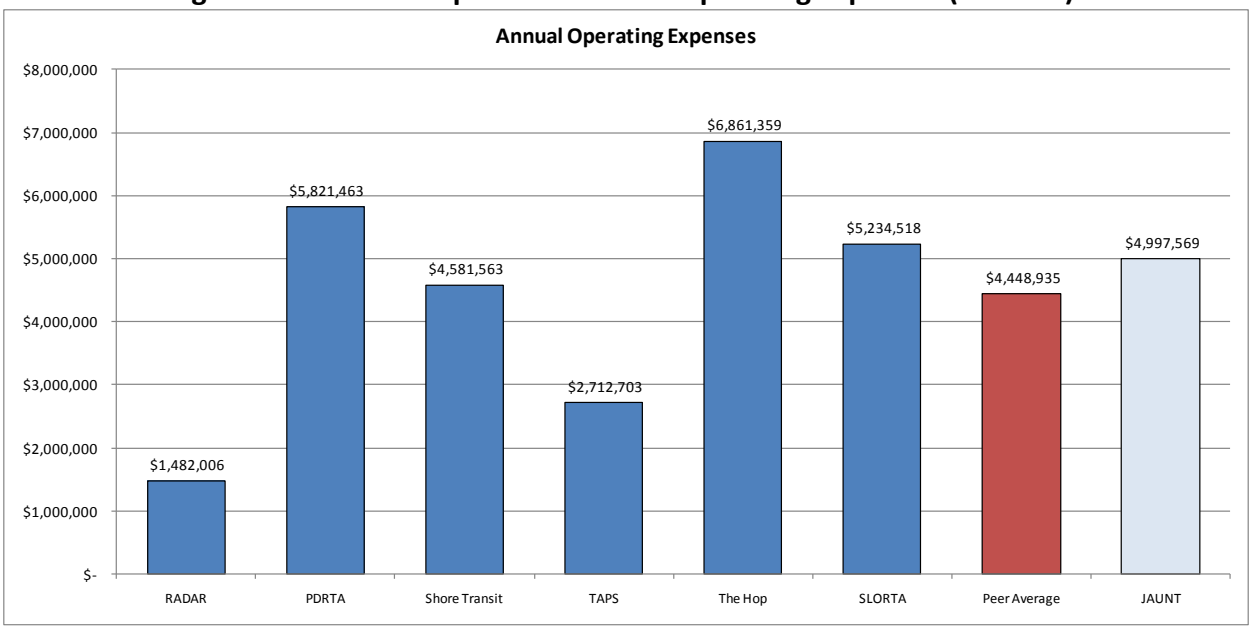
Table 3-4 and Figures 3-5 through 3-8 summarize the annual operating expenses, fare revenues, and gross operating subsidy for the peer systems.

**Table 3-4: Peer Comparison – Annual Operating Expenses, Fare Revenues, and Gross Operating Subsidy (RY 2009)**

| Agency | Annual Operating Cost | Farebox Revenue | Gross Operating Subsidy |
|---|---|---|---|
| RADAR | $1,482,006 | $152,906 | $1,329,100 |
| PDRTA | $5,821,463 | $3,483,159 | $2,338,304 |
| Shore Transit | $4,581,563 | $1,840,225 | $2,741,338 |
| TAPS | $2,712,703 | $411,067 | $2,301,636 |
| The Hop | $6,861,359 | $313,863 | $6,547,496 |
| SLORTA | $5,234,518 | $804,620 | $4,429,898 |
| **Peer Average** | **$4,448,935** | **$1,167,640** | **$3,281,295** |
| **JAUNT** | **$4,997,569** | **$886,370** | **$4,111,199** |

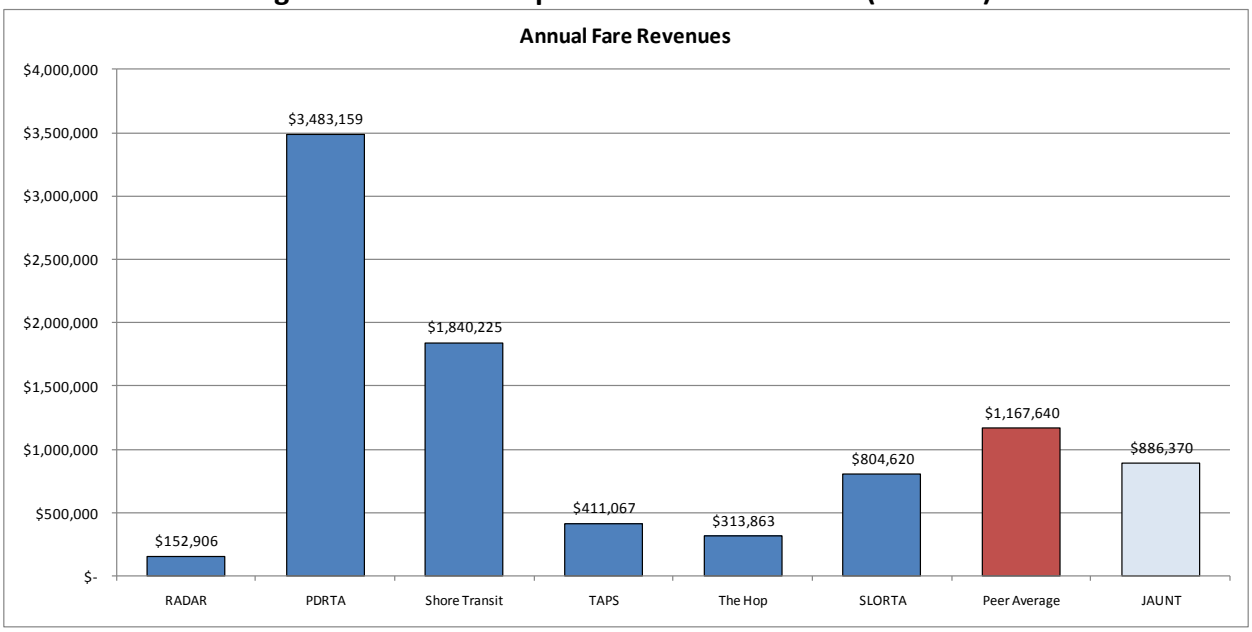
In Report Year 2009, JAUNT's operating costs totaled $4,997,569, with JAUNT's costs 12% higher than the peer average. Three of the peers had lower operating costs, and three were higher.

**Figure 3-5: Peer Comparison - Annual Operating Expenses (RY 2009)**



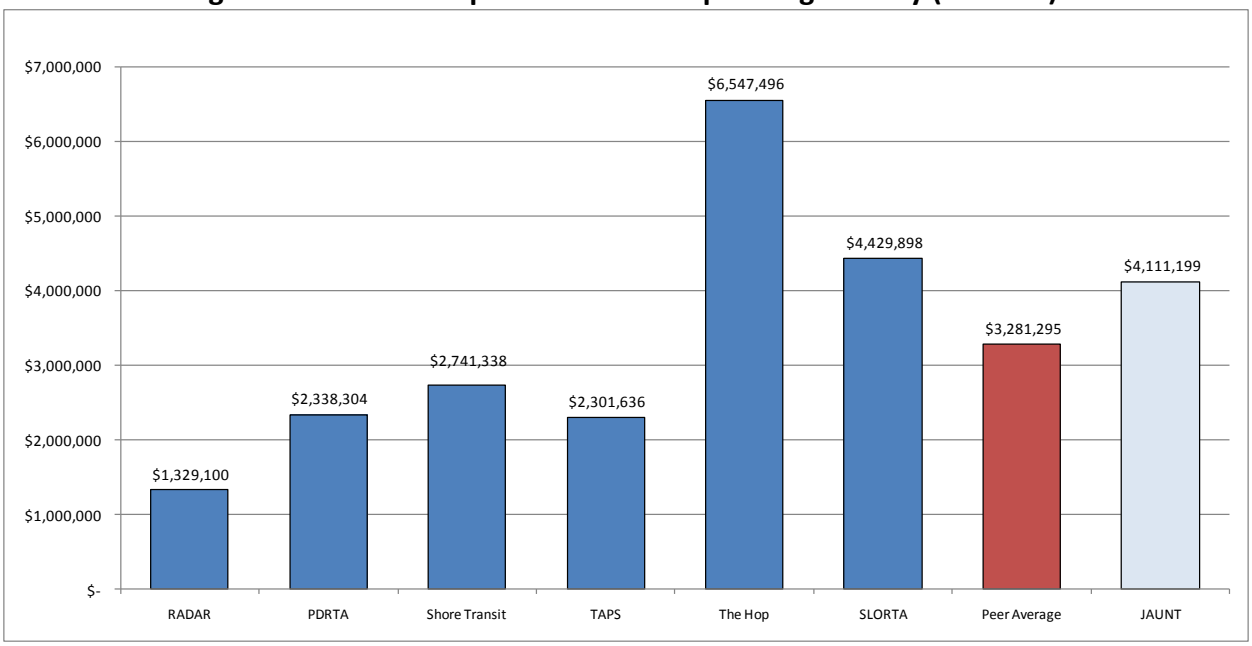
With regard to fare revenues, in Report Year 2009, JAUNT's fare revenues totaled $886,370, with JAUNT's fare revenues 24% lower than the peer average. PDRTA and Shore Transit reported significantly higher fare revenues than JAUNT, skewing the peer average. System to system variations in what is included in fare revenues and the presence of funding partners may account for the high fare revenues reported by these two systems. PDRTA is quite unusual in that 60% of its financial support comes through contracts and fares, which are reflected in fare revenues. Similarly, Shore Transit has a number of voucher program and private partners whose contributions are reported under fares.

**Figure 3-6: Peer Comparison – Fare Revenues (RY 2009)**




Gross operating subsidy reflects the financial assistance provided by governments or philanthropic foundations to support the operation of the transit system (i.e., all funding other than fare revenues). In Report Year 2009, JAUNT's gross operating subsidy was $4,111,199, which was 25% higher than the peer average of $3,281,295. Four of JAUNT's peers received less in operating subsidies than JAUNT.

**Figure 3-7: Peer Comparison – Gross Operating Subsidy (RY 2009)**




# 4.0 SERVICE PRODUCTIVITY COMPARISONS

This section presents a detailed comparison of specific service productivity measures. These productivity measures focus on: vehicle utilization, service supplied, ridership productivity, service efficiency, and cost effectiveness.

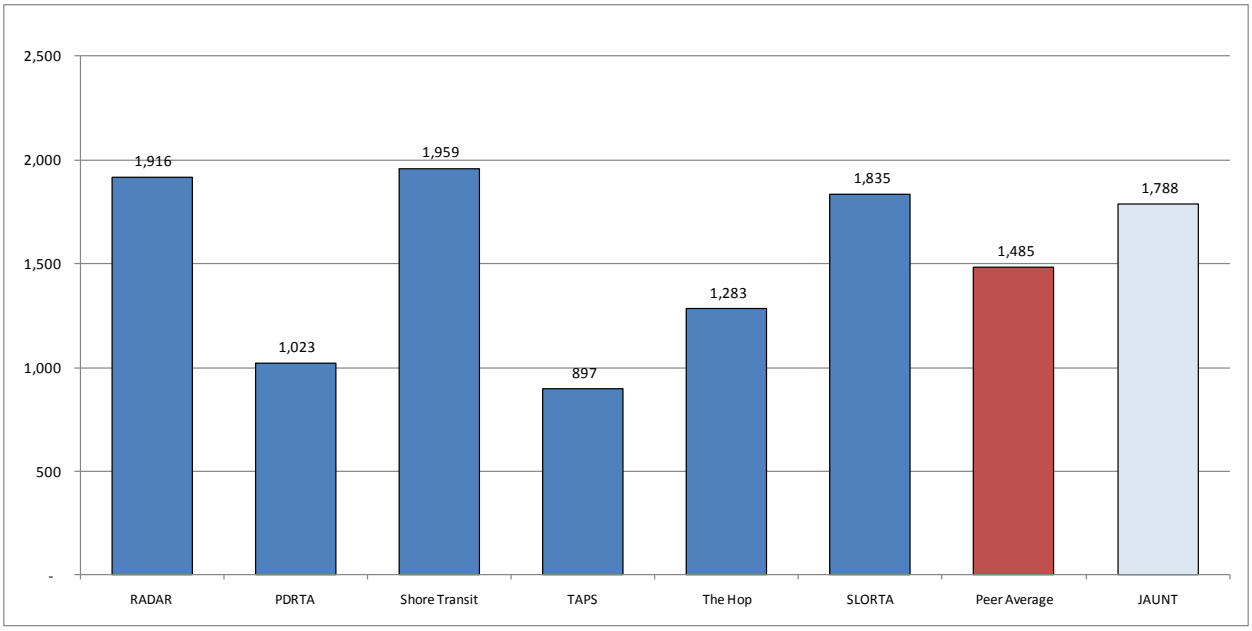
## 4.1 VEHICLE UTILIZATION

The peer systems were compared on several indicators of vehicle utilization including hours and miles of revenue service per peak vehicle.

### 4.1.1 Revenue Hours per Peak Vehicle

Figure 4-1 shows that the peer systems operated between 897 and 1,959 revenue hours per peak vehicle in Report Year 2009. At 1,788, JAUNT operated 20% more revenue hours per peak vehicle than the peer average of 1,485. Half of JAUNT's peers operated more revenue hours per peak vehicle, and half operated less.

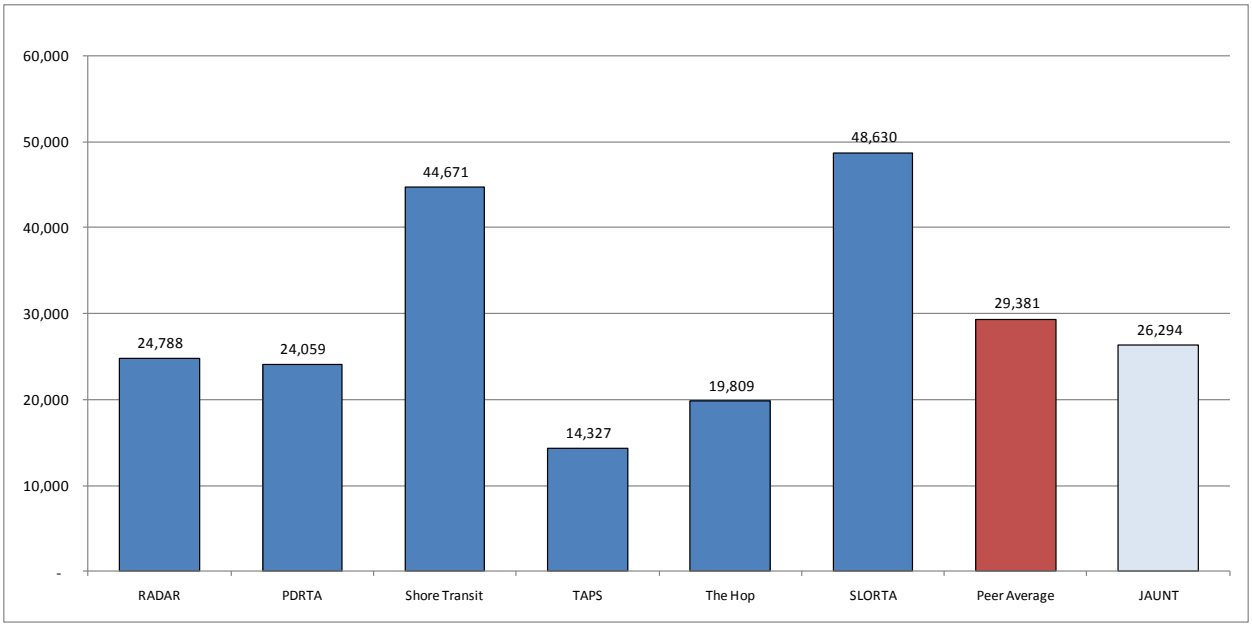
**Figure 4-1: Peer Comparison – Revenue Hours per Peak Vehicle**




### 4.1.2 Revenue Miles per Peak Vehicle

Figure 4-2 shows that the peer systems operated between 14,327 and 48,630 revenue miles per peak vehicle in Report Year 2009. At 26,294, JAUNT operated 11% fewer revenue miles per peak vehicle than the peer average of 29,381. However, JAUNT operated more revenue miles per peak vehicle that most of its peers. Only Shore Transit and SLORTA operated more revenue miles per peak vehicle than JAUNT.

**Figure 4-2: Peer Comparison – Revenue Miles per Peak Vehicle**



## 4.2 SERVICE SUPPLIED

Service supplied compares the hours and miles of operation compared to the peers' service area populations as well as the geographic extent of service provision.

### 4.2.1 Transit Service per Capita

This analysis looks at two measures of the amount of bus service provided to the service area population, revenue hours and revenue miles per capita.

Figure 4-3 shows that the revenue hours per capita provided by peer systems range between 0.18 and 0.44. In Report Year 2009, JAUNT provided 0.53 service hours per capita, which is almost double the peer average of 0.27. Only Shore Transit came anywhere close to JAUNT for this measure.

**Figure 4-3: Peer Comparison – Revenue Hours per Capita**

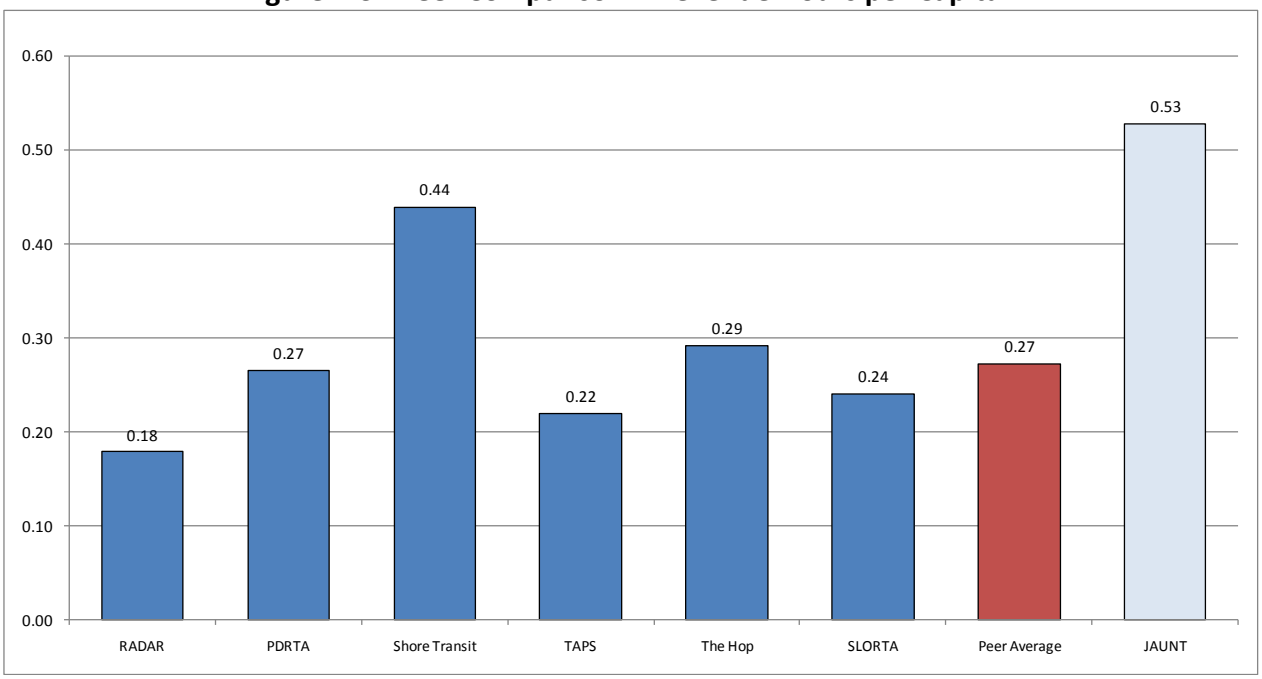
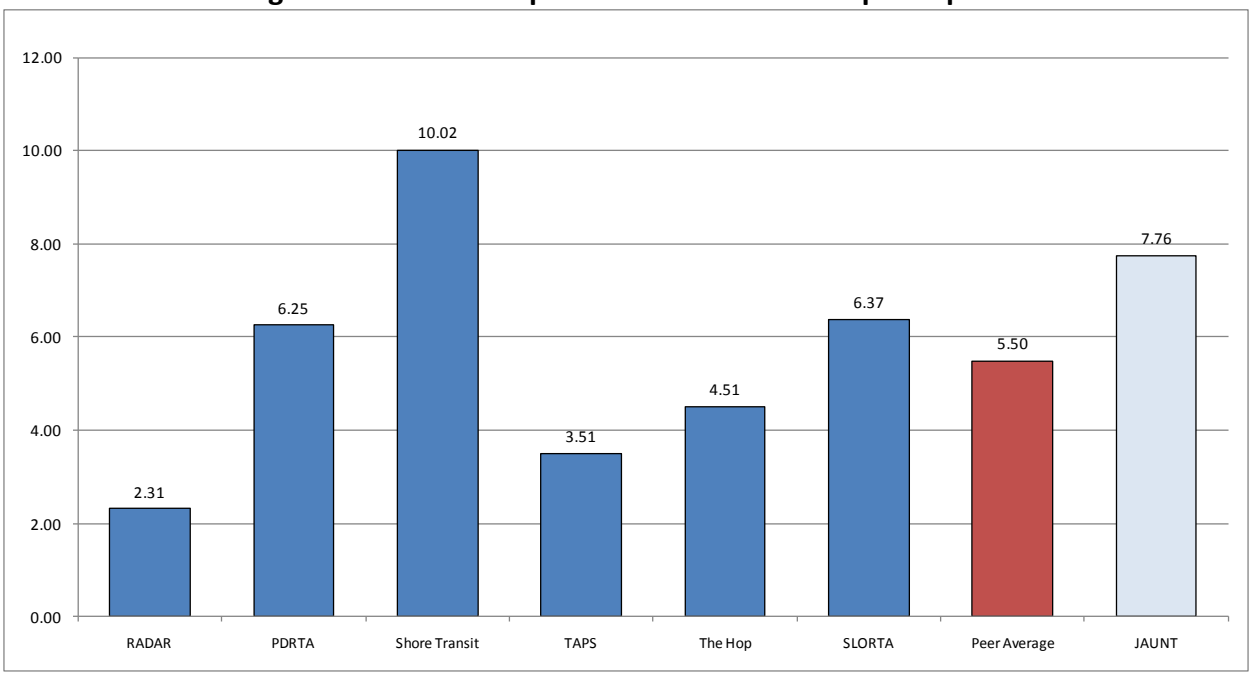



Figure 4-4 shows that in Report Year 2009, JAUNT operated 7.76 revenue miles per capita, while the peer systems ranged between 2.31 and 10.02. JAUNT's revenue miles per capita were 41% higher than the peer average of 5.50. Only Shore Transit exceeded JAUNT for this measure.

**Figure 4-4: Peer Comparison – Revenue Miles per Capita**




### 4.2.1 Transit Service per Square Mile

This analysis looks at two measures of the amount of bus service provided to the service area population, revenue hours and revenue miles per square mile.

- As shown in Figure 4-5, the peer systems operated between 152,906 and 3,483,159 revenue hours per square mile in Report Year 2009. At 886,370, JAUNT supplied 24% fewer revenue hours per square mile than the peer average (1,167,640). PDRTA and Shore Transit both operated high revenue hours per square mile, while the other four peers operated fewer revenue hours per square mile than JAUNT.

**Figure 4-5: Peer Comparison – Revenue Hours per Square Mile**

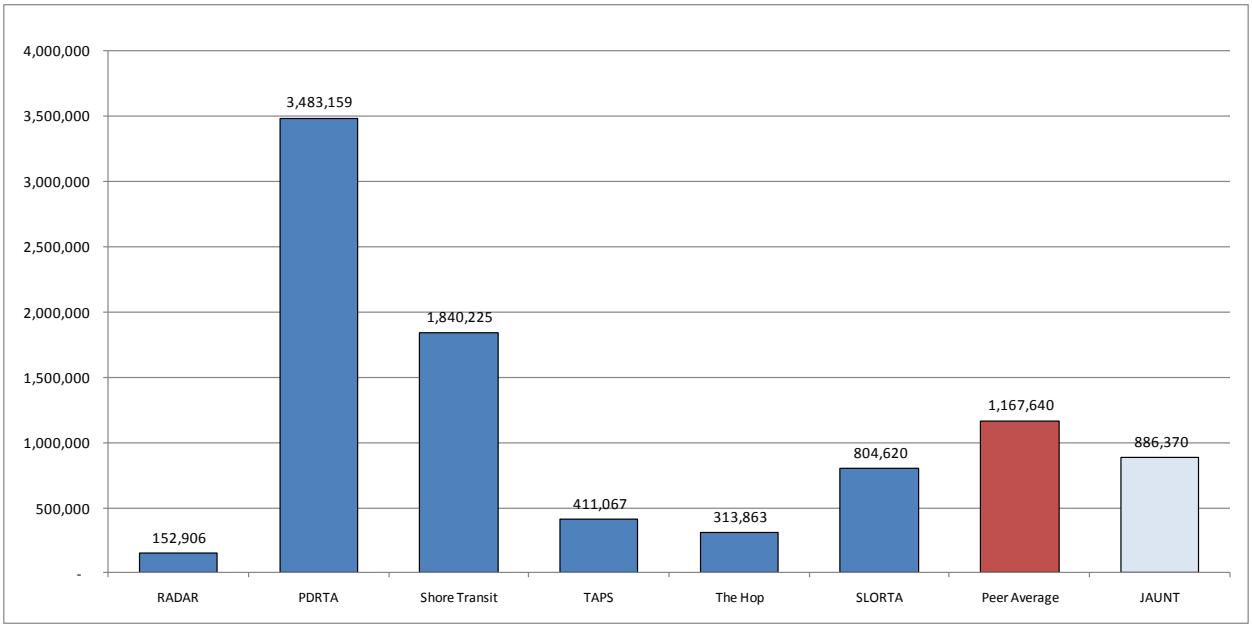
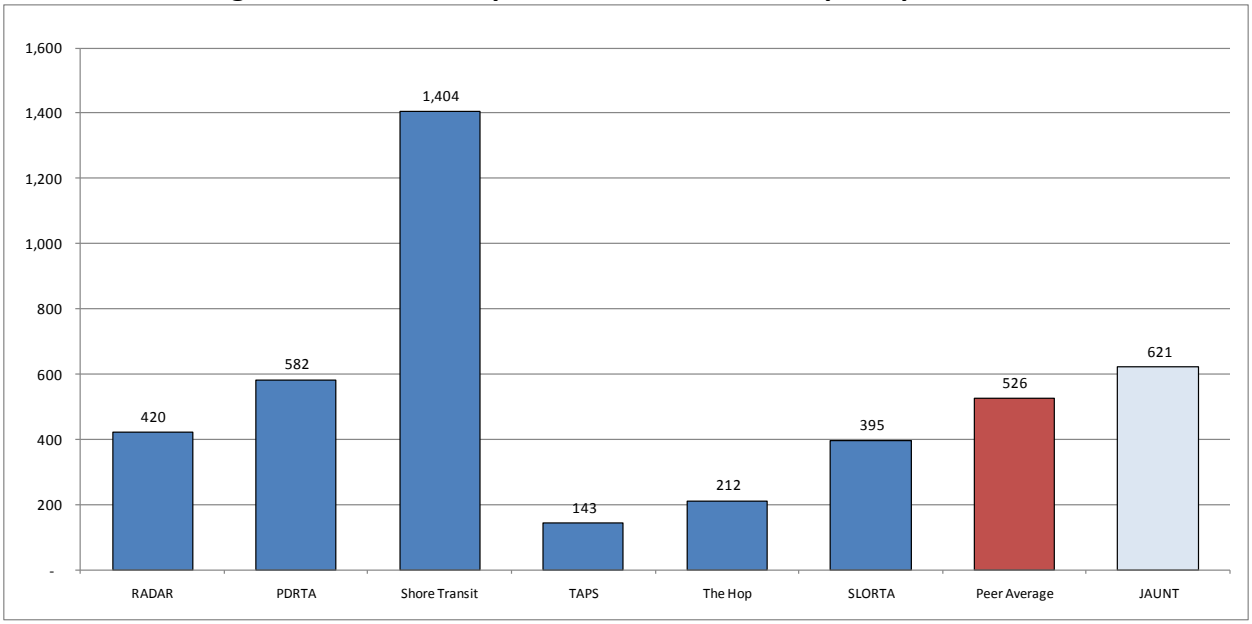



Figure 4-6 shows that JAUNT operated 621 revenue miles of service per square mile in Report Year 2009, which was 18% higher than the peer average (526). Only Shore Transit operated more revenue miles per square mile than JAUNT.

**Figure 4-6: Peer Comparison – Revenue Miles per Square Mile**



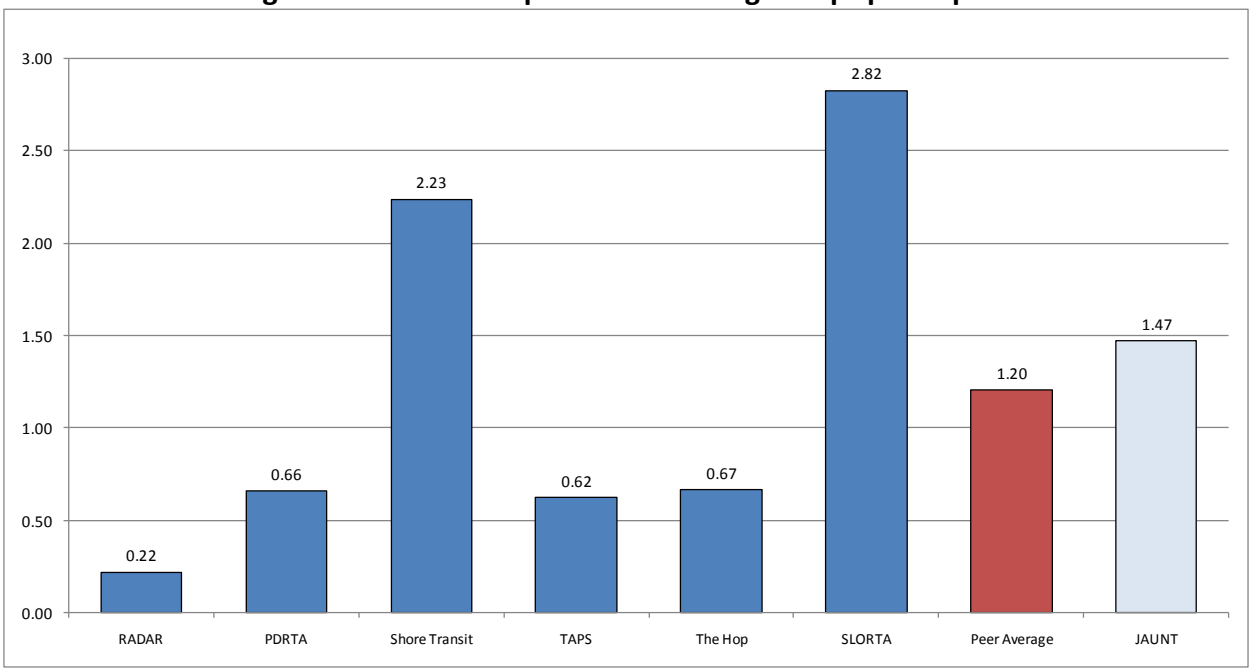
## 4.3 SERVICE EFFECTIVENESS

Service effectiveness provides a way to evaluate how well a transit agency is able to attract passengers relative to the level of service operated. Three measures that reveal productivity are passenger trips per capita, per revenue hour, and per revenue mile.

### 4.3.1 Passenger Trips per Capita

As shown in Figure 4-7, in Report Year 2009, the passenger trips per capita for JAUNT (1.47) were about 22% higher than the peer average of 1.20. Shore Transit and SLORTA both carried a high number of passenger trips per capita, while the other four peers carried significantly less.

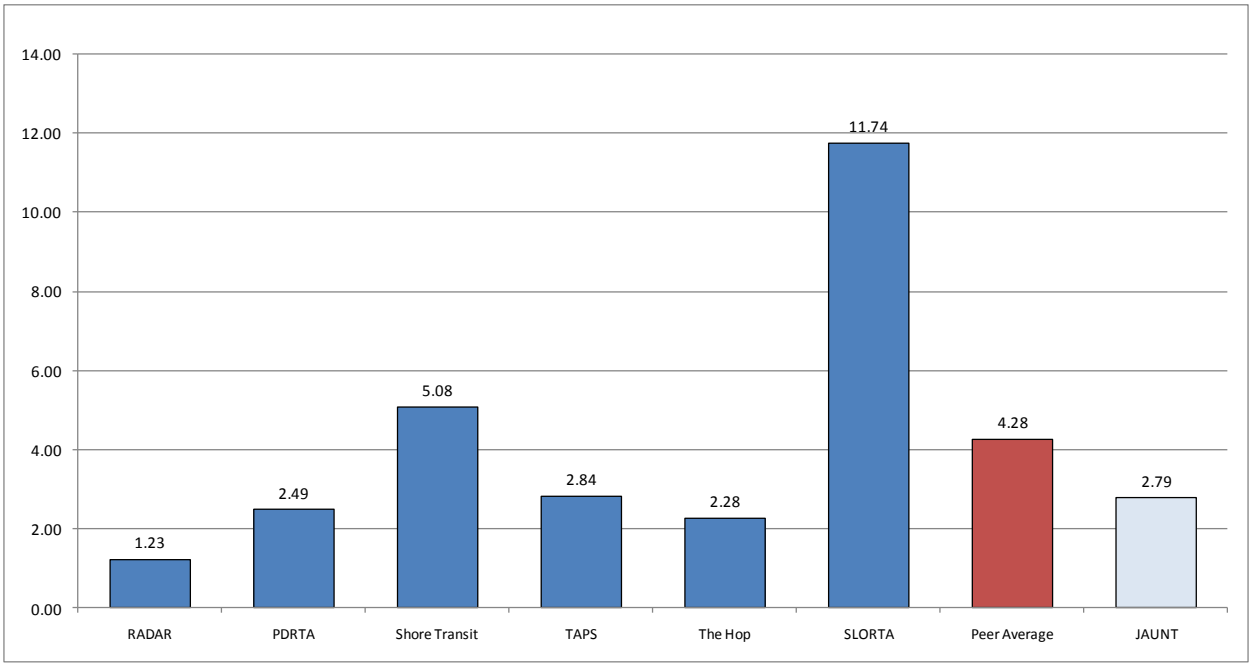
**Figure 4-7: Peer Comparison – Passenger Trips per Capita**




### 4.3.2 Passenger Trips per Revenue Hour

Figure 4-8 shows that in Report Year 2009, the peer systems generated between 1.23 and 11.74 passenger trips for every revenue hour of bus service. JAUNT's productivity of 2.79 passengers per revenue hour is 35% less than the peer average of 4.28. SLORTA's high passenger trips per revenue hour made it an outlier from the rest of the peers.

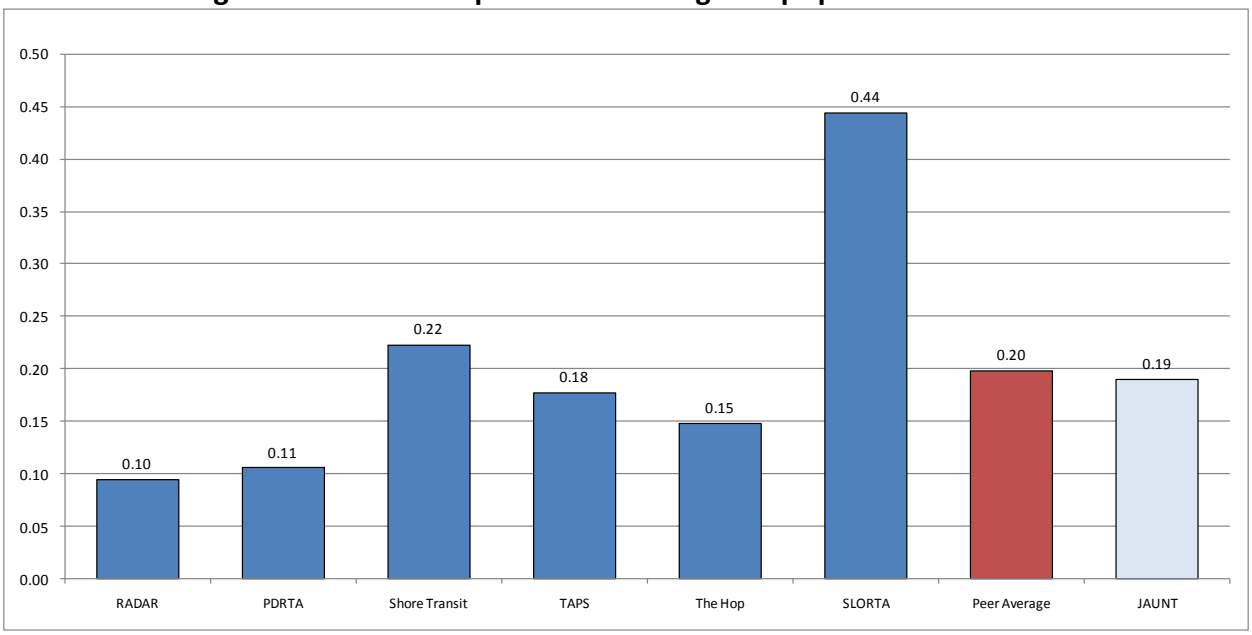
**Figure 4-8: Peer Comparison – Passenger Trips per Revenue Hour**




### 4.3.3 Passenger Trips per Revenue-Mile

Figure 4-9 shows that in Report Year 2009, the peer systems generated between 0.10 and 0.44 passenger trips per revenue mile of service. JAUNT served 0.19 passengers per revenue mile, which very closely approximated the peer average of 0.20. Once again, SLORTA was an outlier from the rest of the peers.

**Figure 4-9: Peer Comparison – Passenger Trips per Revenue Mile**



## 4.4 COST EFFICIENCY

Transit systems typically must balance the level of service they provide with the budget required to do so. Service efficiency can be measured in several ways, including operating cost per revenue hour and per revenue mile.

### 4.4.1 Operating Cost per Revenue Hour

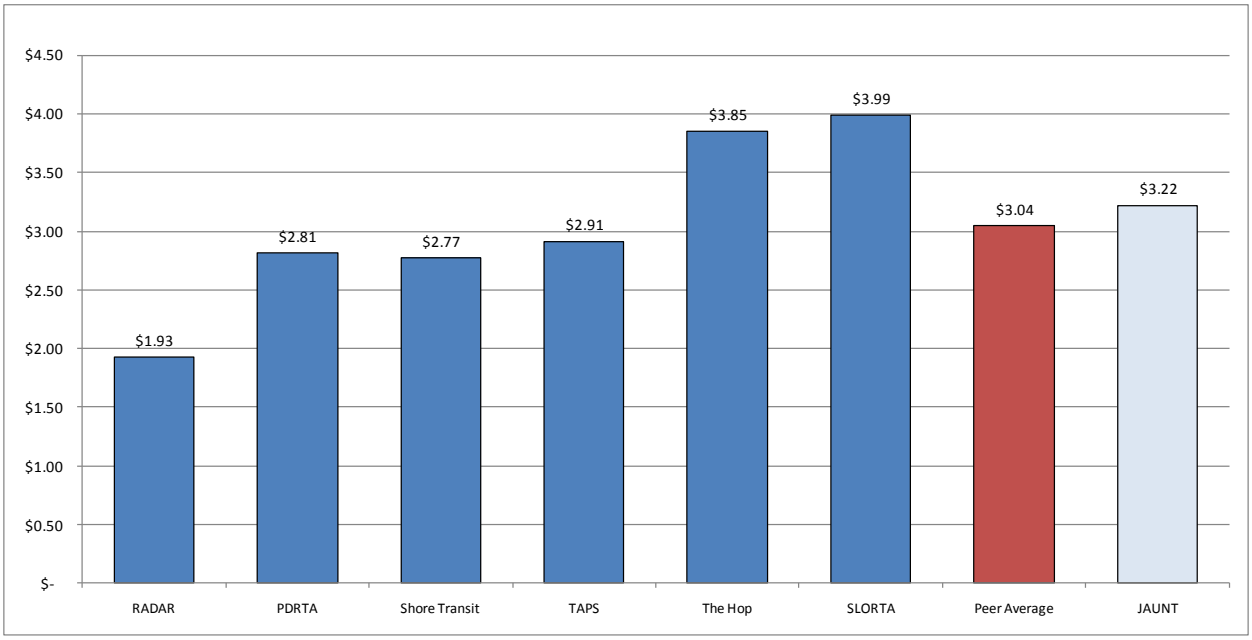
Figure 4-10 shows the peer systems' operating costs per revenue hour ranged from $24.95 to $105.63 in Report Year 2009, averaging $60.99. JAUNT's operations cost per revenue hour of $47.38 per revenue hour was 22% lower than the peer average. Only RADAR and TAPS operated more cost efficiently than JAUNT based on this measure.

**Figure 4-10: Peer Comparison – Operating Cost per Revenue Hour**

### 4.4.2 Operating Cost per Revenue Mile

Figure 4-11 shows that on this measure of efficiency, the peers ranged between $1.93 and $3.99 in Report Year 2009, with a peer average of $3.04. JAUNT spent $3.22 for each revenue mile of service which closely approximated the peer average. RADAR, PDRTA, Shore Transit, and TAPS outperformed JAUNT in this measure.

**Figure 4-11: Peer Comparison – Operating Cost per Revenue Mile**



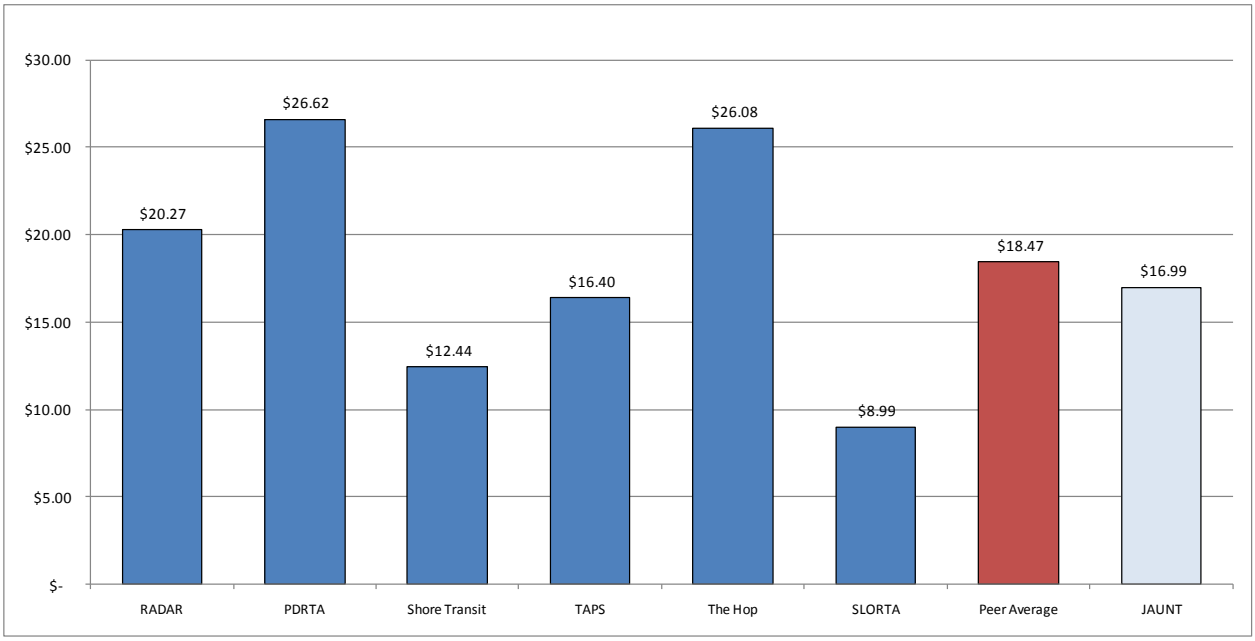

## 4.5 Cost Effectiveness

Cost effectiveness measures indicate how productive a transit system is in terms of costs. Cost effectiveness can be measured in several ways, including operating cost per passenger trip, gross operating subsidy per passenger trip, and farebox recovery ratio.

### 4.5.1 Operating Cost per Passenger Trip

This performance measure provides an indication of how efficient a system is at balancing the cost of providing service with the number of patrons it serves. As shown in Figure 4-12, peer system operating costs per passenger trip in Report Year 2009 ranged from $8.99 to $26.62 with an average of $18.47. JAUNT's operating cost per passenger trip of $16.99 was 8% lower (or better) than the peer average. Shore Transit, TAPS, and SLORTA performed better than JAUNT according to this measure.

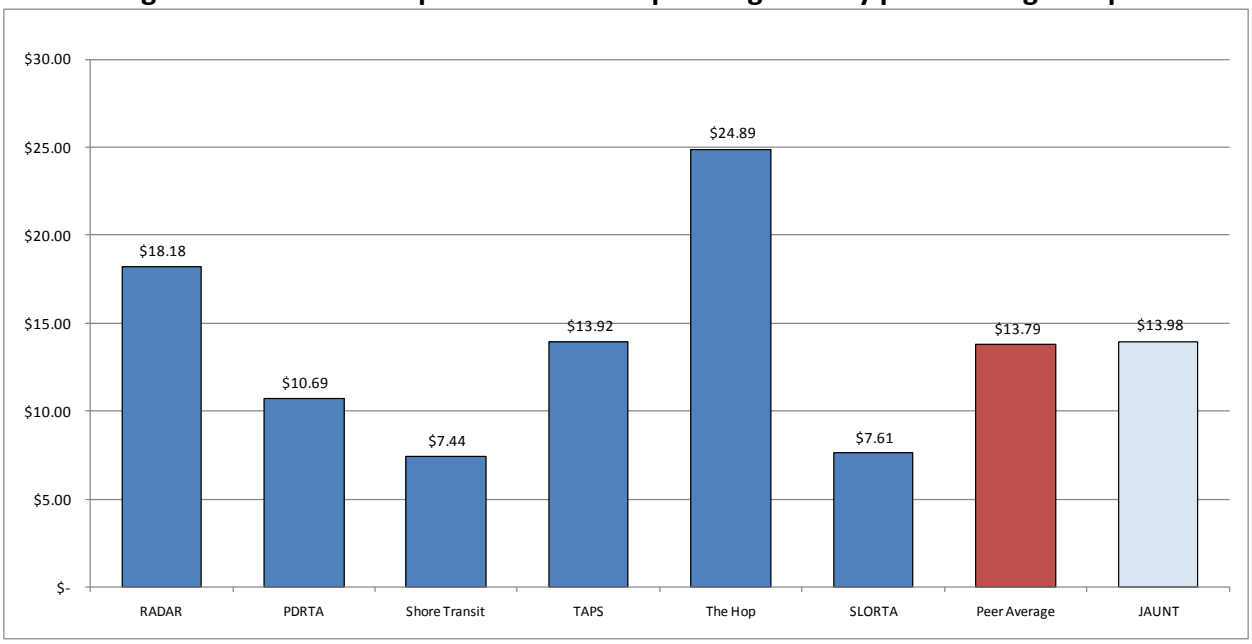
**Figure 4-12: Peer Comparison – Operating Cost per Passenger Trip**




## 4.5.1 Gross Operating Subsidy per Passenger Trip

Figure 4-13 shows that the peers received between $7.44 and $24.89 in gross operating subsidies per passenger trip in Report Year 2009, with a peer average of $13.79. JAUNT received $13.98 in subsidies per passenger trip, which very closely approximated the peer average. PDRTA, Shore Transit, TAPS, and SLORTA outperformed JAUNT in this measure.

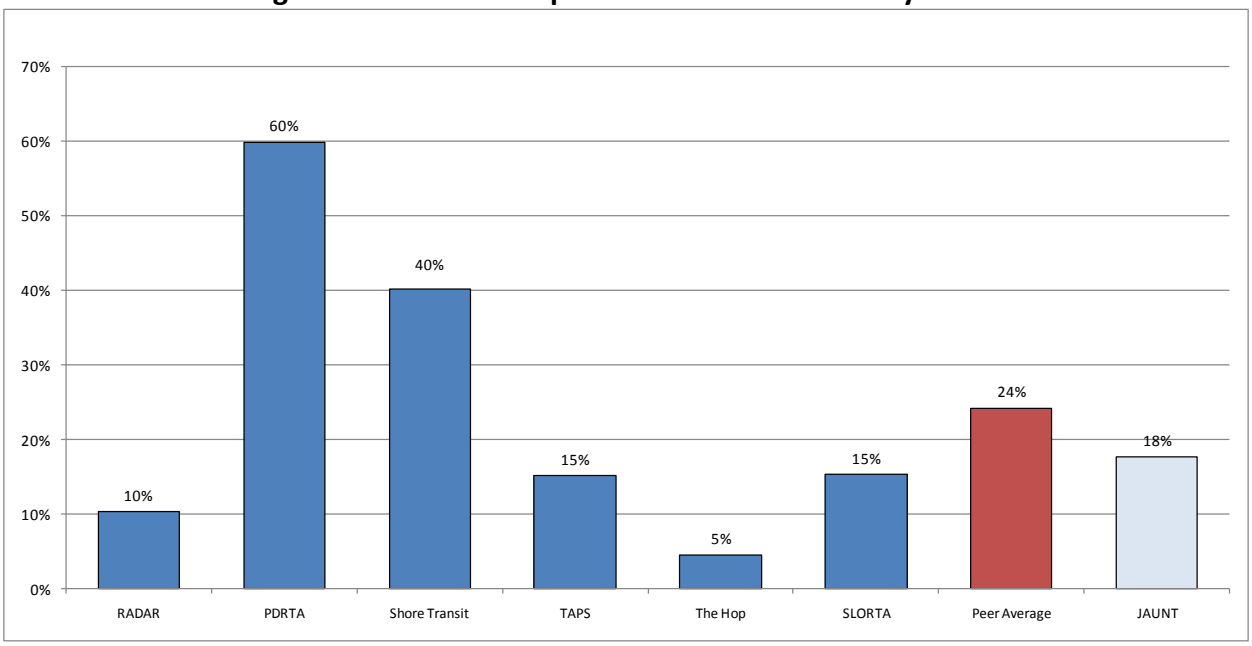
**Figure 4-13: Peer Comparison – Gross Operating Subsidy per Passenger Trip**



### 4.5.3 Farebox Recovery Ratio

The farebox recovery ratio is fare revenue divided by total expenses. It is an indication of how much of an agency's operating costs are covered by passenger fares. Figure 4-14 shows that the percent of operating costs received from fare revenues varied widely across the peers in Report Year 2009. JAUNT's farebox recovery ratio was 18%, which was 25% less than the peer average (24%). PDRTA and Shore Transit were both outliers from the rest of the peers for this measure. PDRTA is quite unusual, in that 60% of its financial support comes through contracts and fares reflected in this ratio. Shore Transit also has a number of voucher program and private partners whose contributions are reflected in this ratio.

**Figure 4-14: Peer Comparison – Farebox Recovery Ratio**




## 5.0 KEY FINDINGS OF THE PEER ANALYSIS

This peer analysis provides performance measures compared across six peer systems JAUNT can use to gauge where deficiencies may occur and improvements could be warranted. While it is difficult identify systems providing a similar mix of services in a similar geographic area to JAUNT, six peer systems have been identified and used that best replicate JAUNT service. These peer systems are:

- Roanoke Agency Dial-a-Ride (Roanoke, VA)
- Pee Dee Regional Transportation Authority (Florence, SC)
- Shore Transit (Salisbury, MD)
- TAPS Public Transit (Sherman, TX)
- The HOP (Killeen, TX)
- San Luis Obispo RTA (San Luis Obispo, CA)

The previous sections provide a description of the peer selection process, and overview of peer characteristics, and detailed comparisons for key performance measures of service productivity. Key findings from the analysis are summarized below.

- *Service Area Characteristics:* JAUNT's service area size is 40% smaller than the peer average, and its service area population is 29% smaller than the peer average. JAUNT's service area population density is 15% smaller than the peer average, which is relatively comparable. SLORTA appears to be the most comparable peer to JAUNT based on a combination of service area size, population, and density.

- *Service Provision Characteristics:* In Report Year 2009, JAUNT operated 59 peak buses, which closely approximated the peer average of 56 vehicles. JAUNT was second only to The Hop in terms of revenue hours operated; JAUNT's revenue hours were 43% higher than the peer average. With respect to revenue miles, JAUNT was slightly higher than the peer average; half of its peer operated fewer revenue miles and half operated more.

- *Annual Passenger Trips*: In Report Year 2009, JAUNT reported a slightly higher number of passenger trips than the peer average; only SLORTA and Shore Transit reported more passenger trips than JAUNT.

- *Annual Operating Costs and Revenue Sources:* In Report Year 2009, JAUNT's operating costs were 12% higher than the peer average; half of the peers reported lower operating costs, and half reported more. With regard to fare revenues, JAUNT's fare revenues were 24% less than the peer average, with only PDRTA and Shore Transit reporting higher fare revenues than JAUNT. JAUNT's gross operating subsidy was 25% higher than the peer average, with four of JAUNT's peers receiving less in operating subsidies.

- *Vehicle Utilization:* In Report Year 2009, JAUNT operated 20% more revenue hours per peak vehicle than the peer average, with half of its peers operating more revenue hours per peak vehicle, and half operating less. JAUNT operated 11% fewer revenue miles per peak vehicle than the peer average. However, JAUNT operated more revenue miles per peak vehicle that most of its peers.

- *Service Supplied:* In comparison to its peers, JAUNT operated almost twice as many revenue hours and revenue miles per capita in Report Year 2009, about 25% fewer revenue hours per square mile, and 18% more revenue miles per square mile than the peer averages.

- *Service Effectiveness:* The passenger trips per capita for JAUNT were 22% higher than the peer average in Report Year 2009. JAUNT's productivity in terms of passenger trips per revenue hour was 35% less than the peer average, while the passenger trips per revenue mile was similar to the peer average.

- *Cost Efficiency:* JAUNT's operations cost per revenue hour in Report Year 2009 was 22% lower than the peer average; only RADAR and TAPS operated more cost efficiently than JAUNT based on this measure. JAUNT's operations cost per revenue mile were slightly higher that the peer average, with RADAR, PDRTA, Shore Transit, and TAPS outperforming JAUNT.

- *Cost Effectiveness:* JAUNT's operating cost per passenger trip in Report Year 2009 was 8% lower (or better) than the peer average, with Shore Transit, TAPS, and SLORTA outperforming JAUNT. JAUNT received a very similar amount of subsidies per passenger trip compared to the peer average. JAUNT's farebox recovery ratio was 25% lower (or worse) than the peer average. However, PDRTA and Shore Transit were both outliers from the rest of the peers for this measure; JAUNT had a higher farebox recovery ratio than the rest of its peers.

# APPENDIX C:

# JAUNT ON-BOARD SURVEY FINDINGS

JAUNT conducts an on-board, or ridership, survey of its riders every October. For use in the service evaluation process of the TDP, the consultant team worked with JAUNT staff to make minor modifications to the survey form to allow for reporting results by trip type. The survey includes questions related to quality of service, trip characteristics, and rider characteristics. This appendix presents the methodology and implementation of the survey, as well as the results.

# Survey Methodology and Implementation

## Survey Schedule

The JAUNT onboard survey schedule was designed to cover all of the routes in the system. A schedule was developed that covered a one week period from October 18 through October 22, 2010.

## Survey Instrument

The survey instrument was created by JAUNT staff based on surveys conducted in the past to ensure consistency of data over time. The final survey instrument was a four page, single sided document with 23 questions (Figure 1). Section I of the survey, questions 1-8, included questions about the quality of JAUNT's service, such as promptness, safety, cleanliness, pricing, and on-time performance. Section II, questions 9-13, asked trip-specific questions, including the trip purpose, frequency of ridership, and whether the rider has other transportation available to them. Section III, questions 14 -23, asked questions about the rider, including city/county of residence, age, race, household size, and income. Most questions included check box responses, but open space was provided at the end for comments and suggestions.

## Survey Implementation

Each driver was given ten surveys to distribute to passengers. This method assures that each county would be represented and increases the likelihood that each run would be reached. The survey was self administrated and was either given back to a driver upon completion or mailed in directly to the main office. This method, coupled with open-ended questions on the survey itself, diminishes the likelihood of an "interviewer bias." Passengers were also given the option of completing a survey over the phone with the Community Relations & Education Manager.

**Figure 1: JAUNT On-Board Survey Instrument**

JAUNT

2010 Ridership Survey

Driver's name: _____

Date: _____

○ ADA ($1.50) ○ Commuter Route ○ Other

**Please take a moment to help us improve our service! When you have finished your survey please give it to a JAUNT driver or mail it to: 104 Keystone Place, Charlottesville, VA 22902** ***Thank you!***

## I. Quality

**JAUNT would like to know how you feel about riding with us and how we may improve our service to you. (Parents and guardians, please assist as needed.)**

1. **When you call for a ride, do you receive prompt, courteous service?**

   ○ Yes ○ Usually ○ No ○ Don't know.

2. **Do the drivers drive safely?**

   ○ Yes ○ Usually ○ No ○ Don't know.

3. **Do the drivers insist that you wear your seatbelt?**

   ○ Yes ○ Usually ○ No ○ Don't know.

4. **Do the drivers help you when you need assistance on and off the bus?**

   ○ Yes ○ Usually ○ No ○ Don't know.

5. **Are the vehicles clean and comfortable?**

   ○ Yes ○ Usually ○ No ○ Don't know.

6. **Does the JAUNT vehicle pick you up on time?**

   ○ Usually within 15 minutes of the scheduled time
   ○ Usually within 15 to 30 minutes of the scheduled time
   ○ Usually more than 30 mintues late

7. **Do you feel our service is reasonably priced?**

   ○ Yes ○ No ○ Don't know. ○ My trips are free.

8. **Is JAUNT able to get you where you need to go?**

   ○ Yes ○ Usually ○ No ○ I ride on a regular route (i.e. Commuter, activities)

1

## II. Transportation

We would like to know a little more about your transportation. Please choose one answer for each question below.

9. What was the main purpose of your trip today?

- ○ Work (Volunteer)
- ○ Shopping (Groceries etc)
- ○ School/Day Care
- ○ Social/recreational
- ○ Meal site
- ○ Senior Center
- ○ Doctor/Dentist/Hospital
- ○ Personal (i.e., pay bills)
- ○ Adult Day Care
- ○ Other: _____

10. How often do you ride JAUNT?

- ○ 4-5 days per week
- ○ 2-3 days per week
- ○ Once a week
- ○ 1-3 times a month
- ○ Once every month or so
- ○ Less than 4 times per year

11. How long have you ridden JAUNT?

- ○ Less than 1 month
- ○ 1 to 6 months
- ○ 6 months to a year
- ○ 1 to 2 years
- ○ 2 to 5 years
- ○ 5 to 10 years
- ○ More than 10 years!

12. Do you have any other transportation other than JAUNT?

○ Yes ○ No ○ Sometimes ○ Don't know.

13. Do you ride the Charlottesville Area Transit (CAT) buses?

○ Yes. ○ No. ○ If yes, how often? _____

2

## III. All about You!

**Finally, we'd like to know a little bit about you. Please give one answer to each question below.**

**14. In which city/county do you live?**

- ○ Albemarle
- ○ Amherst
- ○ Buckingham
- ○ Charlottesville
- ○ Fluvanna
- ○ Louisa
- ○ Nelson
- ○ Other: _____

**15. Do you have a disability?**

- ○ No
- ○ Yes
  - Do you use a wheelchair? ○ Yes ○ No

**16. Are you** ○ male? Or ○ female?

**17. To what age group do you belong?**

- ○ 14 years old or younger
- ○ 15-19 years old
- ○ 20-24 years old
- ○ 25-44 years old
- ○ 45-64 years old
- ○ 65 years old or older

**18. What is your race?**

- ○ Black American
- ○ Asian American
- ○ Caucasian
- ○ Hispanic
- ○ Native American
- ○ Other: _____

**19. Where do you live?**

- ○ Alone (owned or rented house/apartment/trailer)
- ○ With my family or spouse (owned or rented house/apartment/trailer)
- ○ In a retirement or nursing facility
- ○ In a group home
- ○ Other: _____

**20. How many people live in your household?** _____

3

21. What is the combined yearly income of all persons in your household?

| | |
|---|---|
| ○ Under $10,000 | ○ $20,000 to $29,999 |
| ○ $10,000 to $14,999 | ○ $30,000 to $49,999 |
| ○ $15,000 to $19,999 | ○ $50,000 and above |

22. How likely is it that you would recommend JAUNT to a friend? (Please circle a number: *10* is the best.)

| Extremely Likely! | | | | Somewhat Likely | | | | | Not Likely |
|---|---|---|---|---|---|---|---|---|---|
| 10 | 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |

23. We are always looking for ways to improve our service. What comments &/or suggestions do you have for us?

_____

_____

_____

**Thank you for taking the survey!**

---

**Would you like us to share a positive story or comment with our staff? Fill in the comment area below and we'll be sure they get your message!**

To: _____

_____

_____

_____

_____

_____

From: _____

4

## Survey Processing

A total of 463 surveys were returned and entered into a master Excel database. Survey forms that lacked any coherent information were discarded. Survey totals include 179 from ADA service, 110 from commuter service, and 165 from other service.

## Survey Responses by Question

This section summarizes the results for each question in the survey.

In the top right corner of the survey form, drivers indicated whether their trip type was ADA, Commuter Route, or Other. The results were generally split between the three options with 39 percent ADA, 36 percent Other, and 24 percent Commuter Route as shown in Figure 2 and Table 1.

**Figure 2: Service Type**

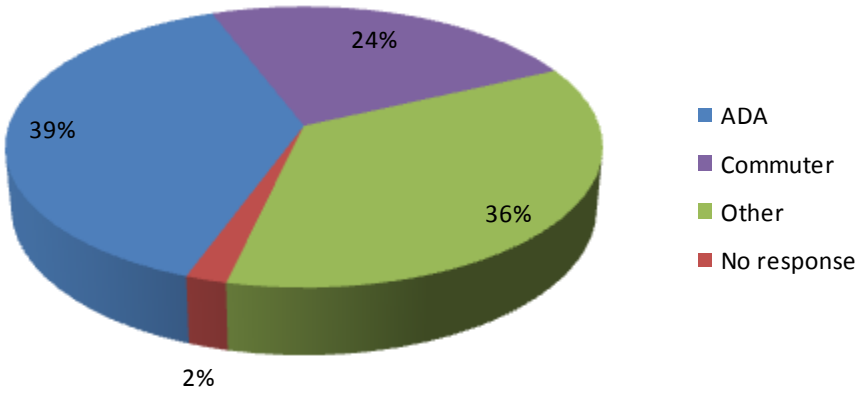


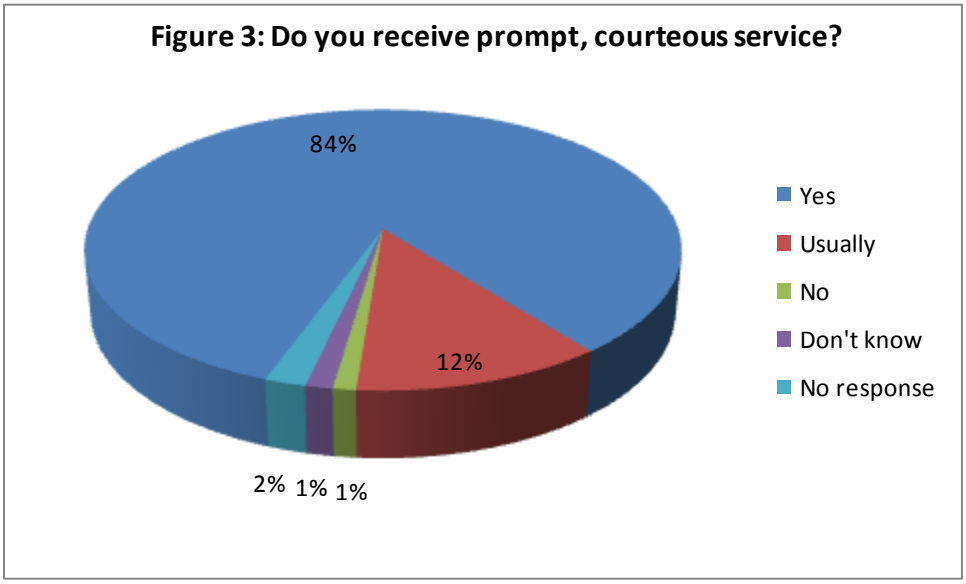

**Table 1: Service Type**

| Service Type | Number | Percent |
|---|---|---|
| ADA | 179 | 39% |
| Commuter | 110 | 24% |
| Other | 165 | 36% |
| No Response | 9 | 2% |
| **Total Responses** | **463** | |

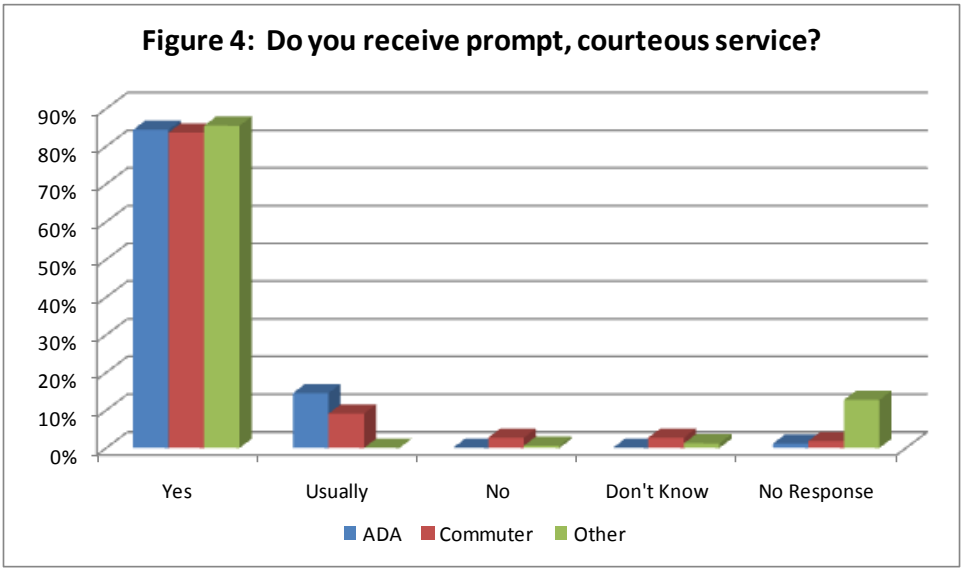
## SECTION I: QUALITY

**Q1. When you call for a ride, do you receive prompt, courteous service?**

Question 1 asks respondents whether they receive prompt, courteous service when they call for a ride. A total of 96 percent of respondents answered "Yes" (84 percent) or "Usually" (12 percent), as shown in Figure 3.

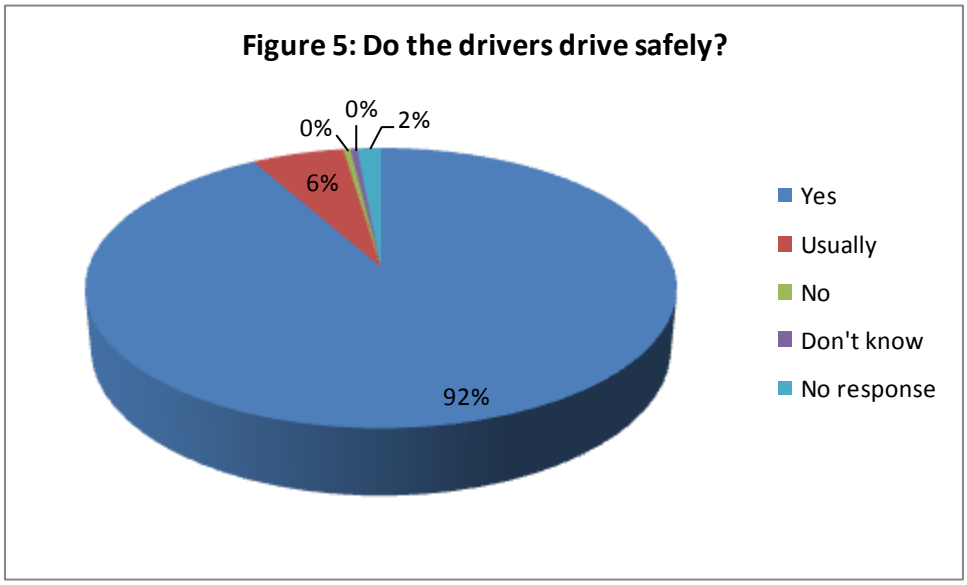



These percentages held generally consistent across the three service types, as shown in Figure 4.

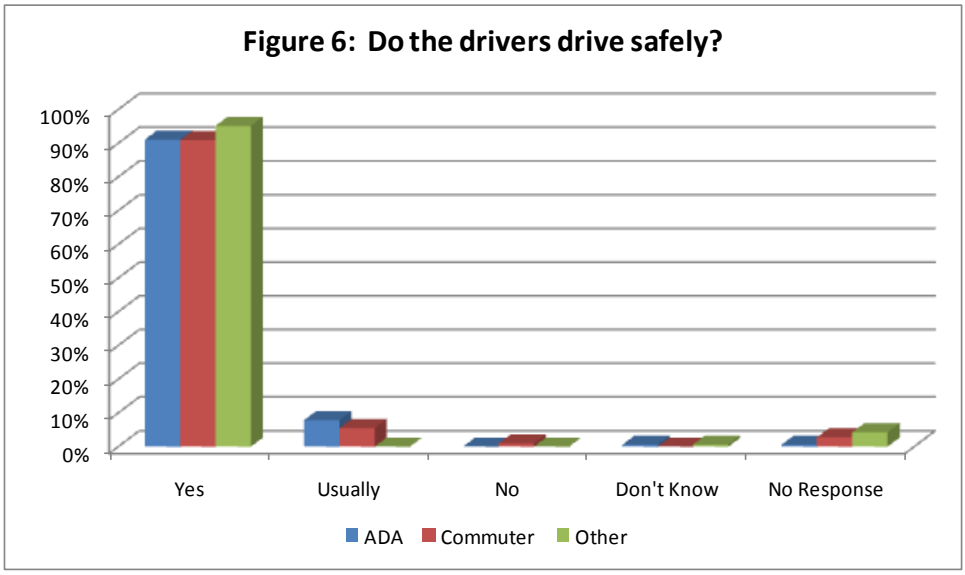


**Q2. Do the drivers drive safely?**

Nearly all respondents felt that JAUNT drivers drive safely with 98 percent answering "Yes" (92 percent) or "Usually" (6 percent) to this question, as shown in Figure 5.

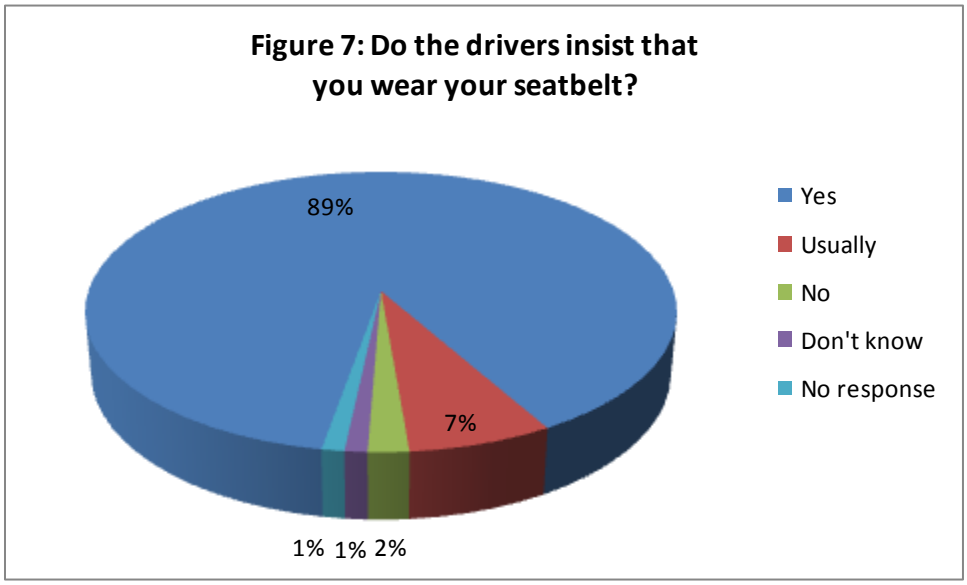



These percentages held generally consistent across the three service types, as shown in Figure 6. Other trip respondents answered slightly more positively, with 95 percent answering "Yes" and no riders answering "Usually" or "No."

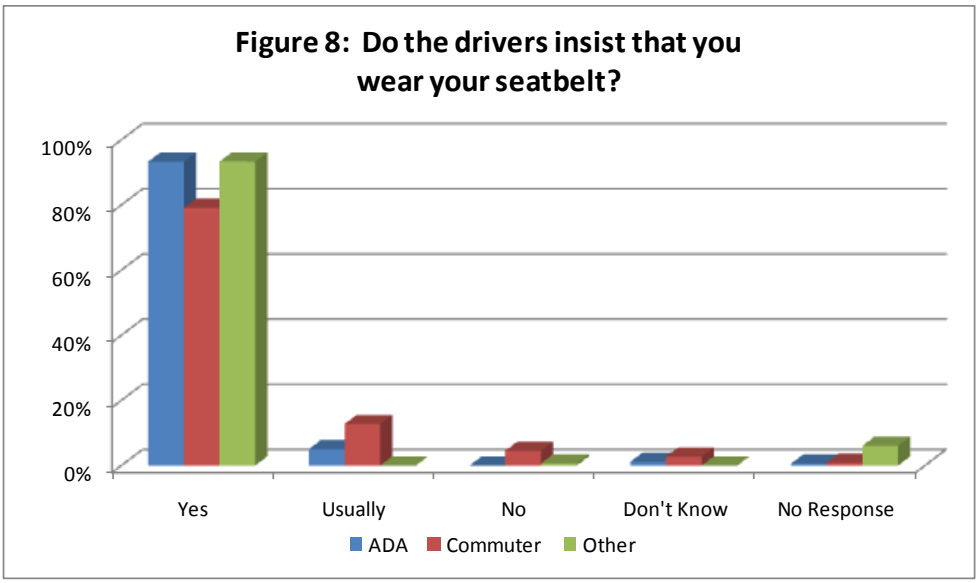


**Q3. Do the drivers insist that you wear your seatbelt?**

Based on the survey responses, 89 percent of drivers insist that riders wear their seatbelt and an additional six percent usually insist that seatbelts be worn, as shown in Figure 7.

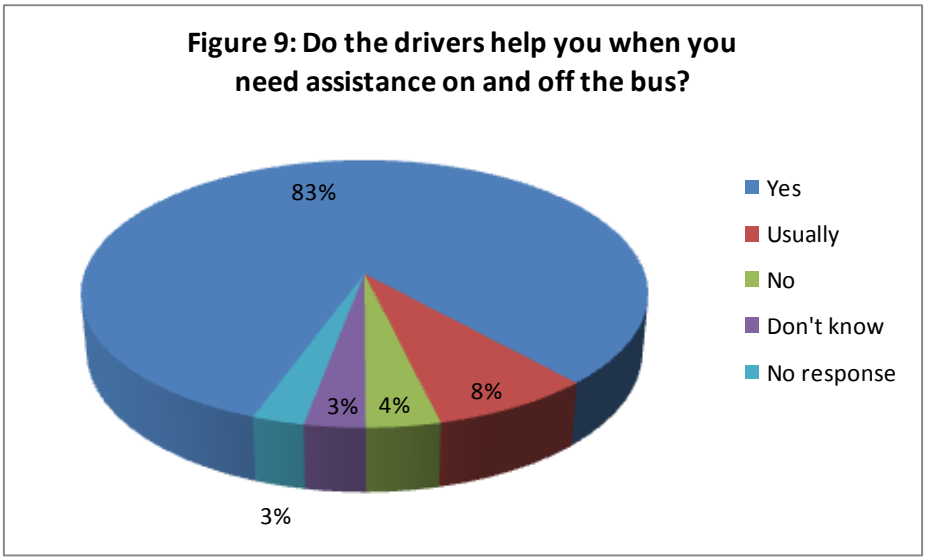



Looking at the data by service type, the survey results indicate that 93 percent of both ADA and other trip respondents answered "Yes." Of commuter trip respondents, 79 percent answered "Yes" and 13 percent answered "Usually." Responses for the three different trip types are summarized in Figure 8.

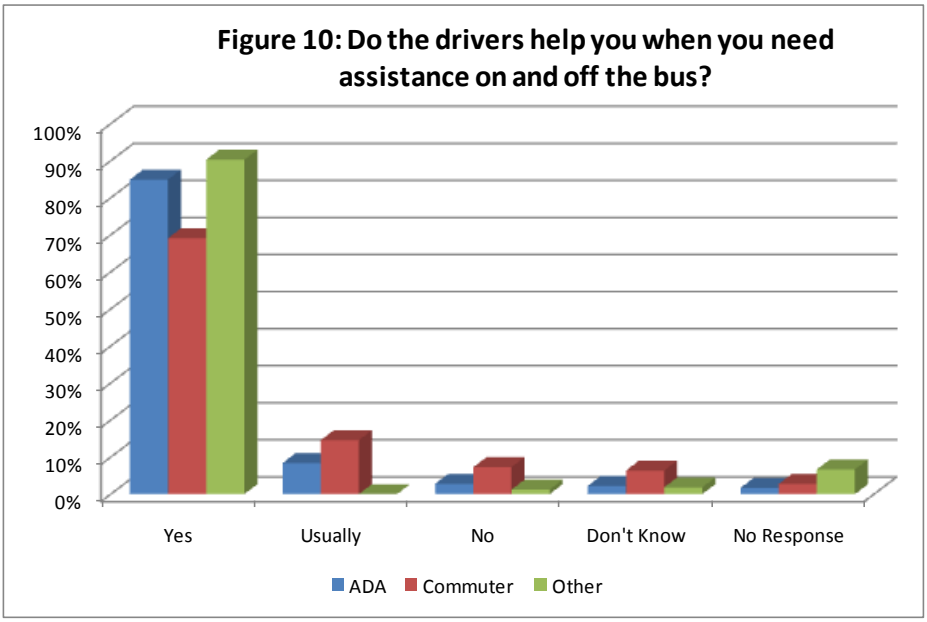


**Q4. Do the drivers help you when you need assistance on and off the bus?**

When asked whether the drivers provide assistance when needed, 83 percent of respondents answered "Yes" and eight percent answered "Usually," as shown in Figure 9. Only four percent of respondents answered "No" and six percent either answered "Don't know" or did not provide a response.

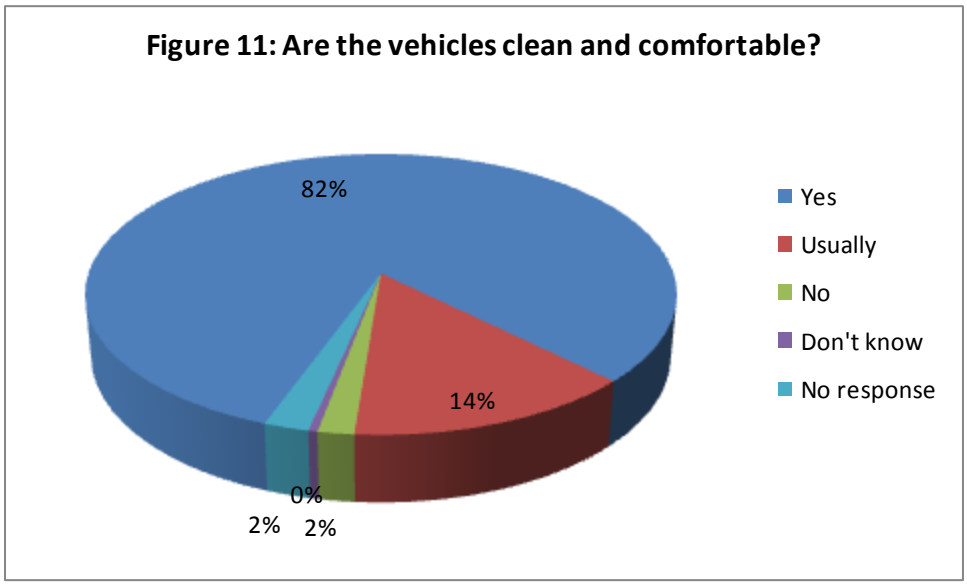



Looking at the data by service type, the survey results indicate that 85 percent of ADA trip respondents answered "Yes" and another eight percent answered "Usually." Other trip respondents were slightly more positive, with 90 percent answering "Yes." Of commuter trip respondents, 69 percent answered "Yes" and another 15 percent answered "Usually." Responses for the three different trip types are summarized in Figure 8.

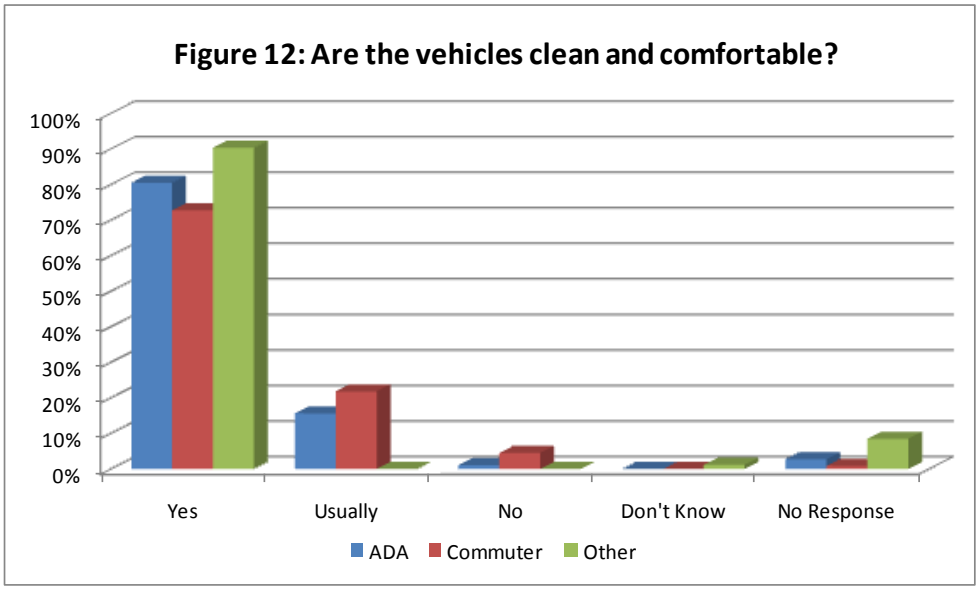


**Q5. Are the vehicles clean and comfortable?**

When asked whether JAUNT's vehicles are clean and comfortable, 82 percent of respondents answered "Yes" and 14 percent answered "Usually," indicating that JAUNT does a good job of maintaining the appearance and comfort of its vehicles. A summary of all responses to this question is presented in Figure 11.



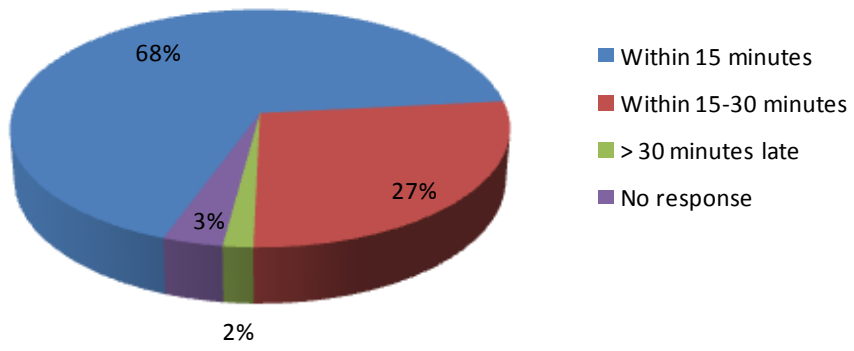

Looking at the data by service type, the survey results indicate that 80 percent of ADA trip respondents answered "Yes" and another 16 percent answered "Usually." Other trip respondents were slightly more positive, with 90 percent answering "Yes." Of commuter trip respondents, 73 percent answered "Yes" and another 22 percent answered "Usually." Responses for the three different trip types are summarized in Figure 12.



**Q6. Does the JAUNT vehicle pick you up on time?**

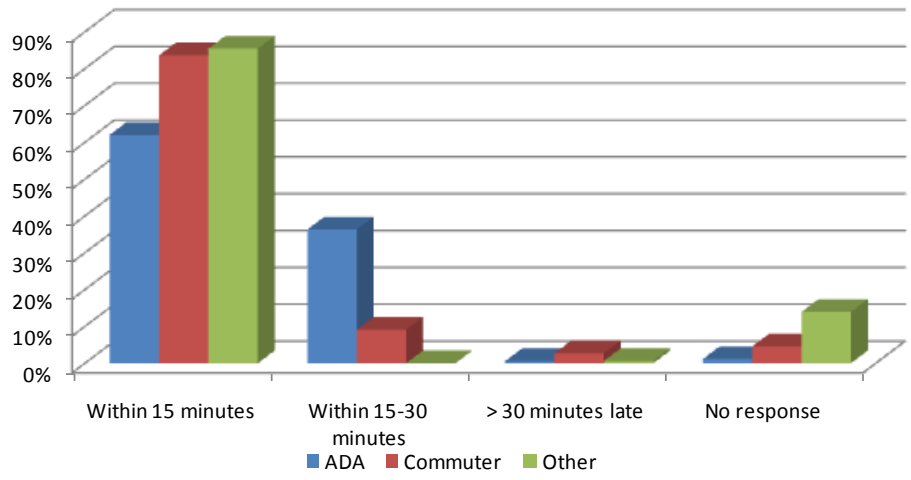
When asked about JAUNT's on-time performance, 68 percent of respondents indicated that the JAUNT vehicle arrived within 15 minutes of the scheduled time while 27 percent indicated that the vehicle arrived within 15 to 30 minutes of the scheduled time, as shown in Figure 13.

**Figure 13: Does the JAUNT vehicle pick you up on time?**



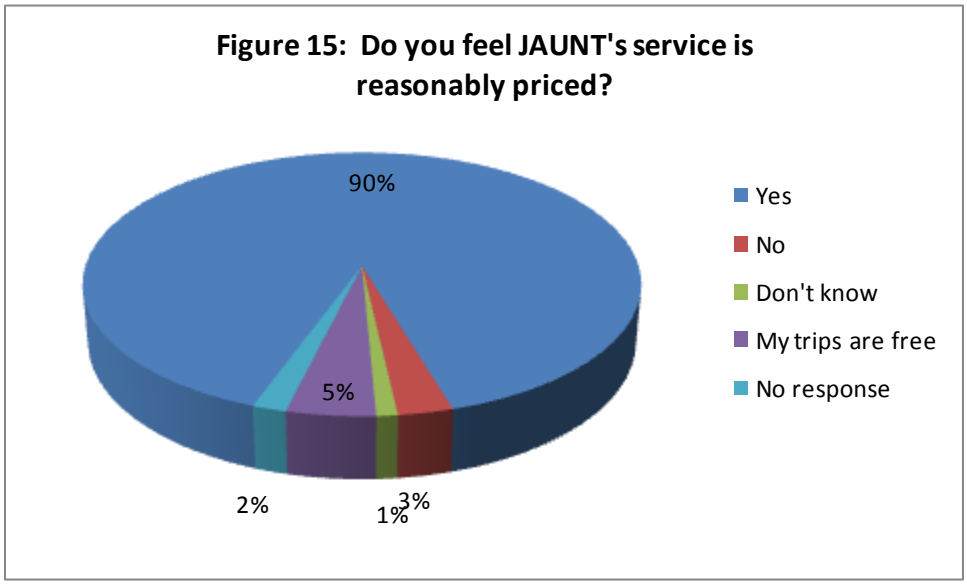

When looking at on-time performance for the different service types, survey results indicate that commuter trips and other trips were the most likely to arrive within 15 minutes of the scheduled time with 84 percent and 85 percent of respondents, respectively. Responses for ADA trips indicate that 62 percent of respondents were picked up within 15 minutes of the scheduled time, while 36 percent of respondents were picked up within 15 to 30 minutes of the scheduled time. Responses for the three different trip types are summarized in Figure 14.

**Figure 14: Does the JAUNT vehicle pick you up on time?**

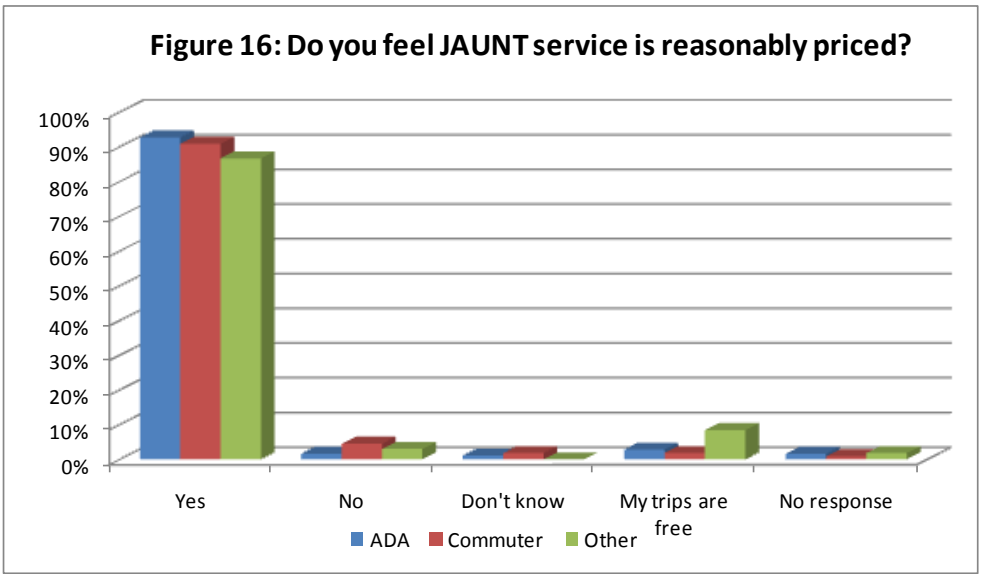


**Q7. Do you feel our service is reasonable priced?**

Most respondents feel that JAUNT's service is reasonable priced with 90 percent answering "Yes" and another five percent indicating that their trips are free. Results are shown in Figure 15.

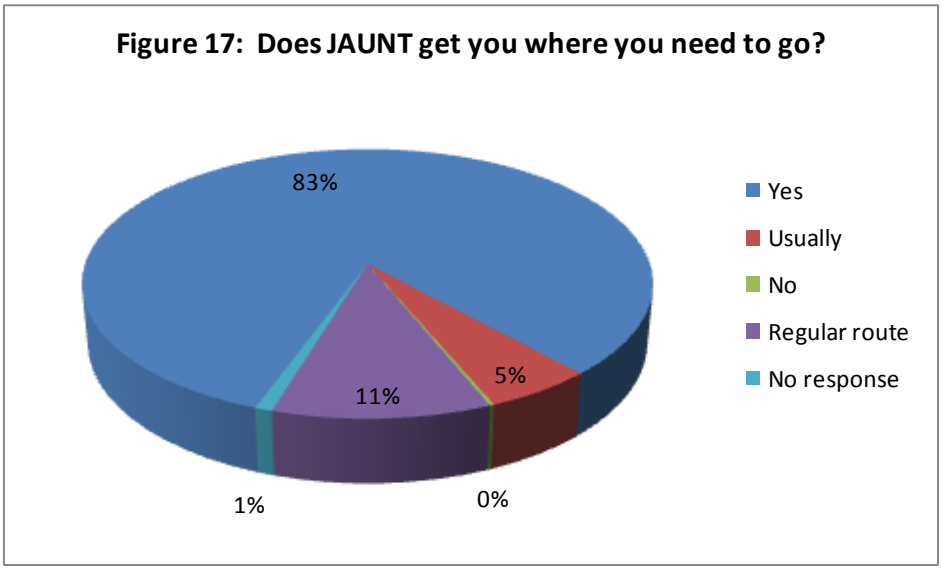



These percentages held generally consistent across the three service types, as shown in Figure 16. OF ADA and commuter trip respondents, 93 and 91 percent answered "Yes," respectively. While 87 percent of other trip respondents answered "Yes," another eight percent answered "My trips are free," for a total of 95 percent.

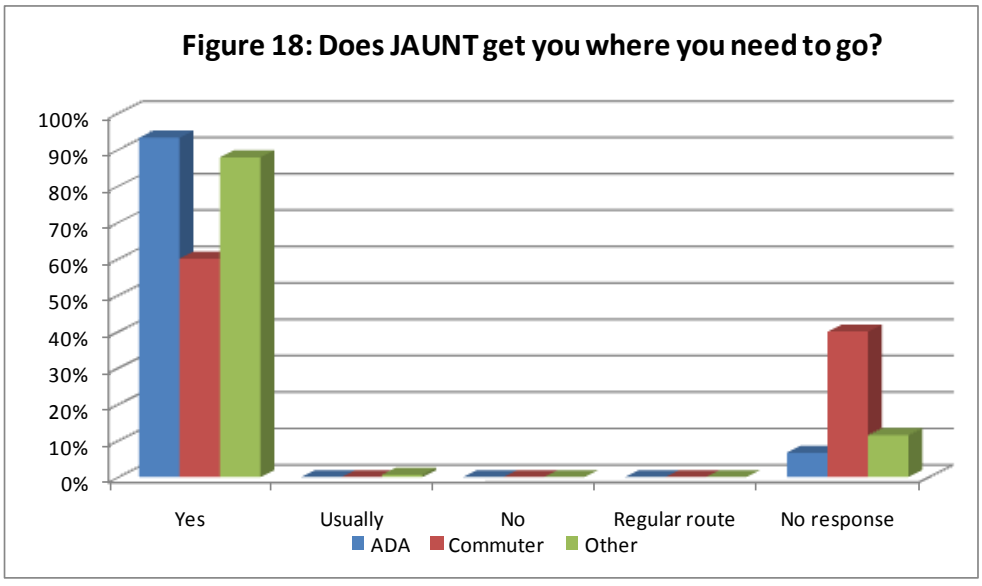


**Q8. Is JAUNT able to get you where you need to go?**

Only one respondent felt that JAUNT was not able to get them where they needed to go. The remaining respondents either ride a regular route (11 percent) or answered "Yes" (83 percent) or "Usually" (5 percent). Results are shown in Figure 17.




When looking at JAUNT's ability to get riders where they need to go, only one other trip rider answered "Usually" to this question, and no one answered "No" or "I ride on a regular route." While only 60 percent of commuter trip riders answered "Yes," a full 40 percent did not respond to this question. These responses seem to indicate some confusion as to how to answer this question, particularly on the part of commuter route riders. Responses for the three different trip types are summarized in Figure 18.



## SECTION II: TRIP SPECIFIC QUESTIONS

**Q9. What was the main purpose of your trip today?**

When asked about the main purpose of their trip, the most popular answers were work (43 percent) and medical (17 percent). The remaining trip purposes ranged from two percent to eight percent of responses, with the exception of meal site which received only two responses. Overall results are presented in Figure 19.

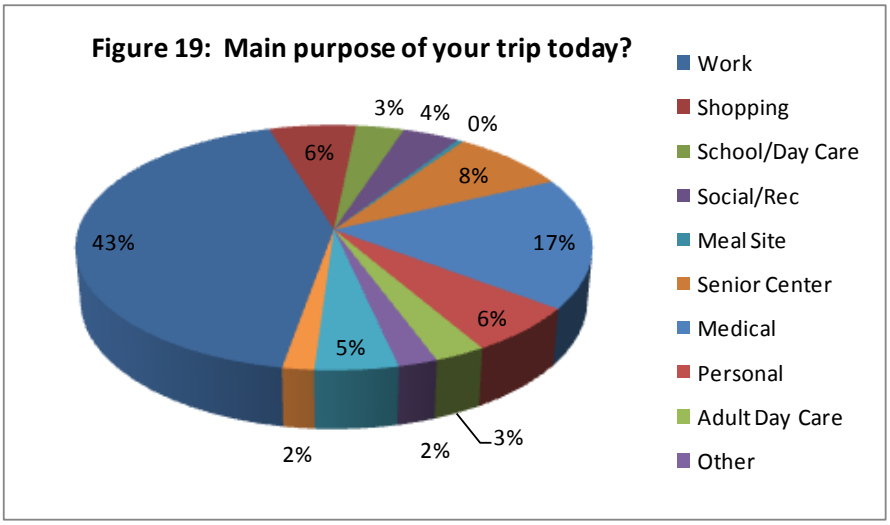
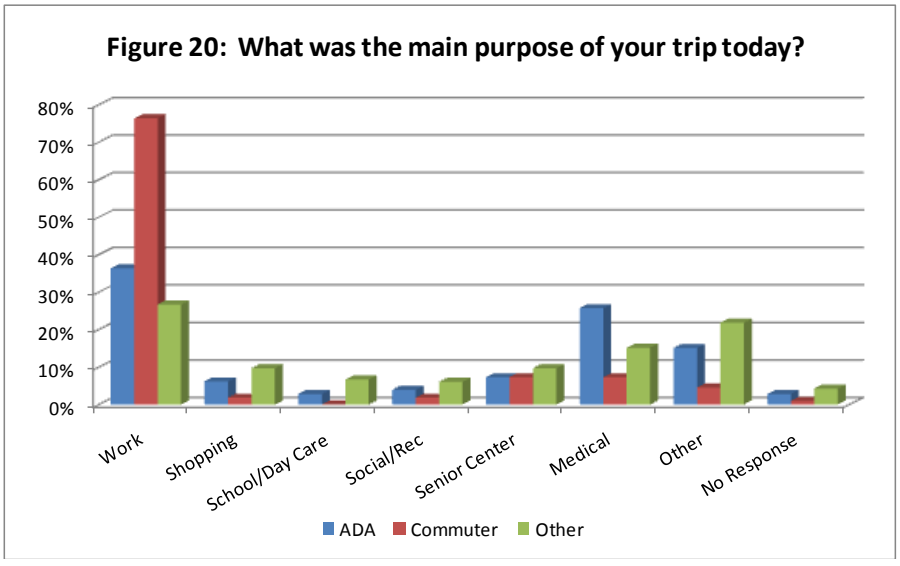


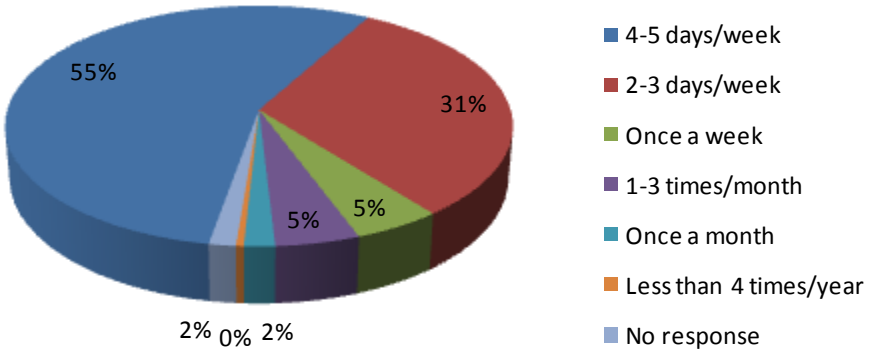

Figure 20 presents the results separated by service type. Of commuter trip respondents, 76 percent selected work, as would be expected, but medical and senior center were each selected by seven percent of commuter trip respondents. ADA trips were mainly for work (26 percent) and medical (26 percent). Other trips were somewhat more evenly split among the trip purposes, but work still topped the list at 27 percent.



**Q10. How often do you ride JAUNT?**

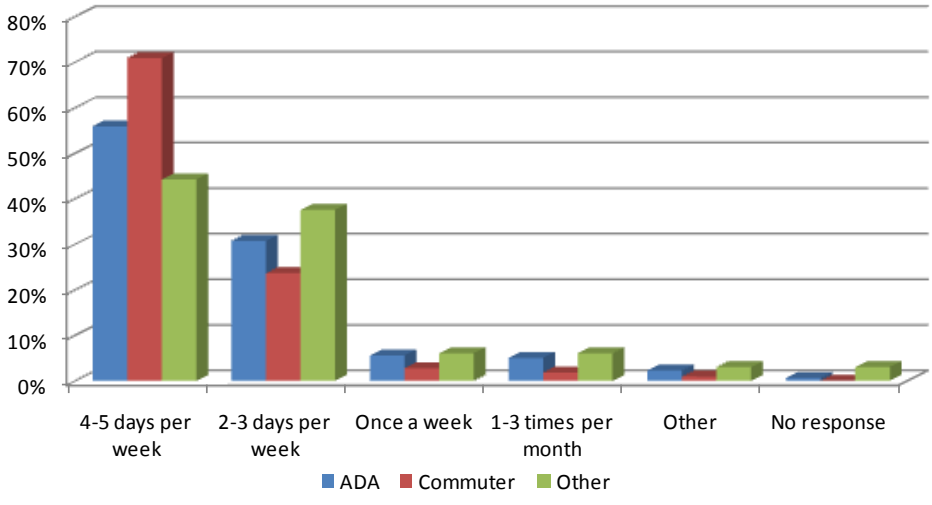
Most respondents ride JAUNT several days per week with 55 percent answering 4-5 days per week and 31 percent answering 2-3 days per week, as shown in Figure 21. Only 7 percent of respondents said they rode less than once a week.

**Figure 21: How often do you ride JAUNT?**




Results by service type are presented in Figure 22. Commuter trips had the highest percentage of responses for 4-5 days per week at 71 percent, as would be expected for primarily work-oriented trips, followed by ADA at 56 percent and other trips at 44 percent. Of those answering 2-3 days per week, ADA, commuter route, and other trip respondents answered 31 percent, 24 percent, and 38 percent, respectively.

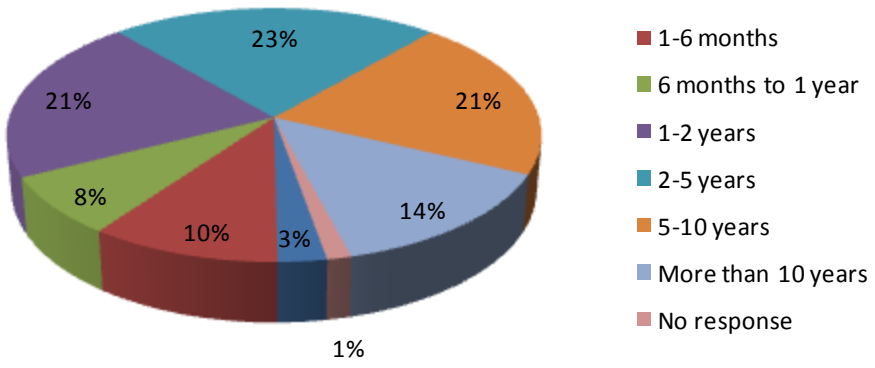
**Figure 22: How often do you ride JAUNT?**



**Q11. How long have you ridden JAUNT?**

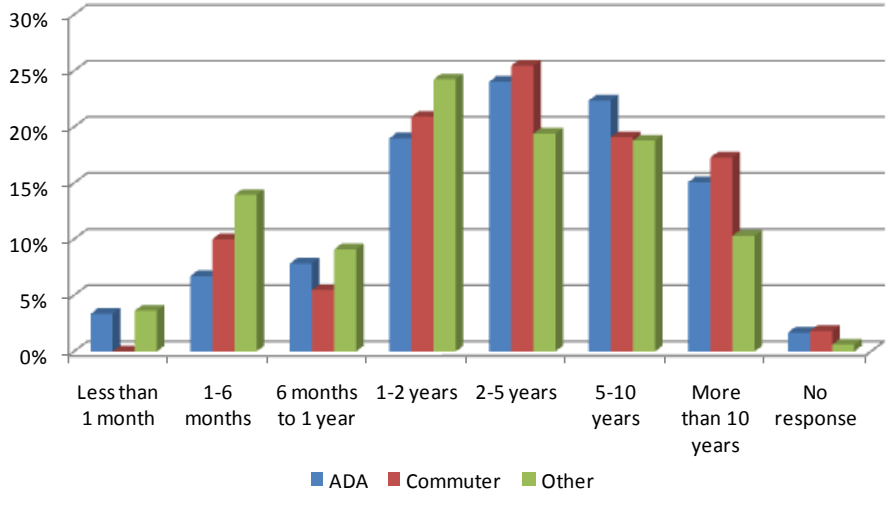
When respondents were asked how long they have ridden JAUNT, the responses were nearly evenly split between 1-2 years (21 percent), 2-5 years (23 percent), and 5-10 years (21 percent). JAUNT has long-term riders as evidenced by the 14 percent of respondents that have ridden for more than ten years. Overall responses are shown in Figure 23.

**Figure 23: How long have you ridden JAUNT?**



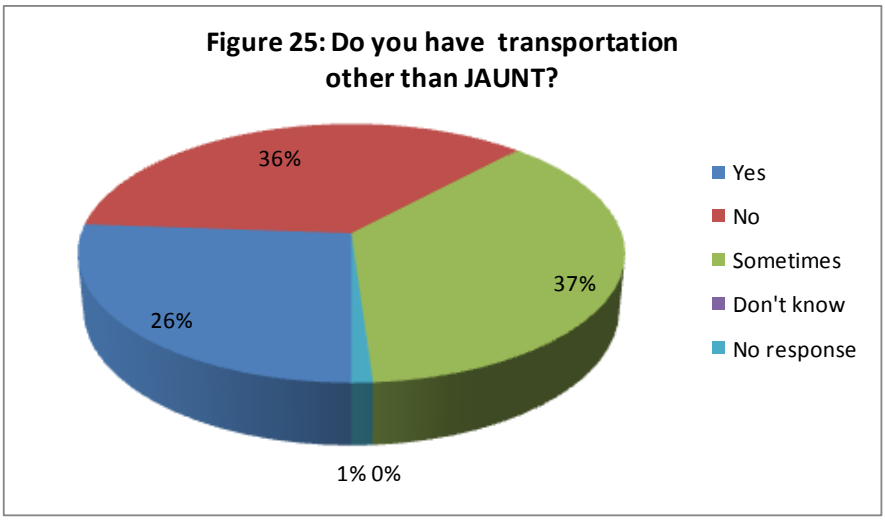

The results for each service type are presented in Figure 24. When looking at the results by service type, the responses are generally evenly split between 1-2 years, 2-5 years, and 5-10 years.

**Figure 24: How long have you ridden JAUNT?**

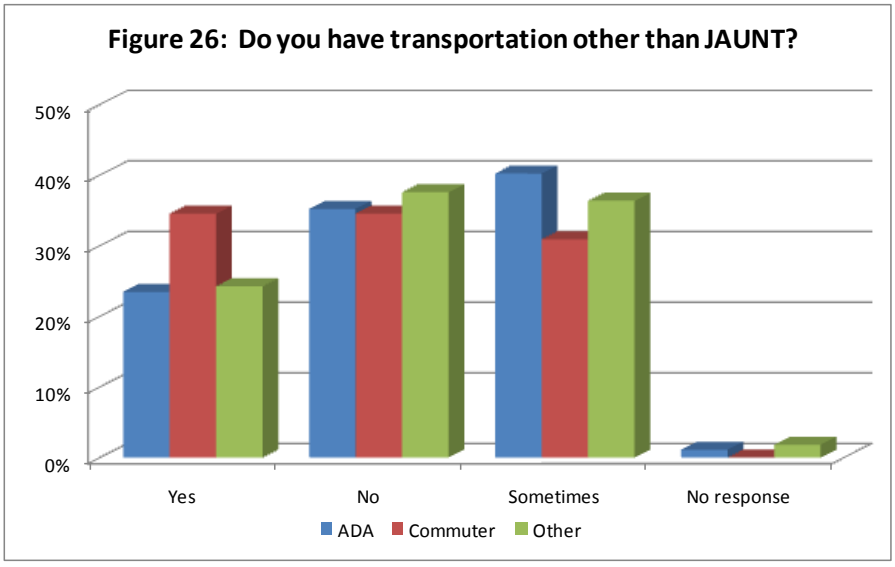


**Q12. Do you have any transportation other than JAUNT?**

"Sometimes" was the most common response (37 percent) when respondents were asked if they had any transportation other than JAUNT, followed closely by "No" with 36 percent of the responses. Approximately 26 percent of the respondents indicated that they did have other transportation. These results are shown in Figure 25.

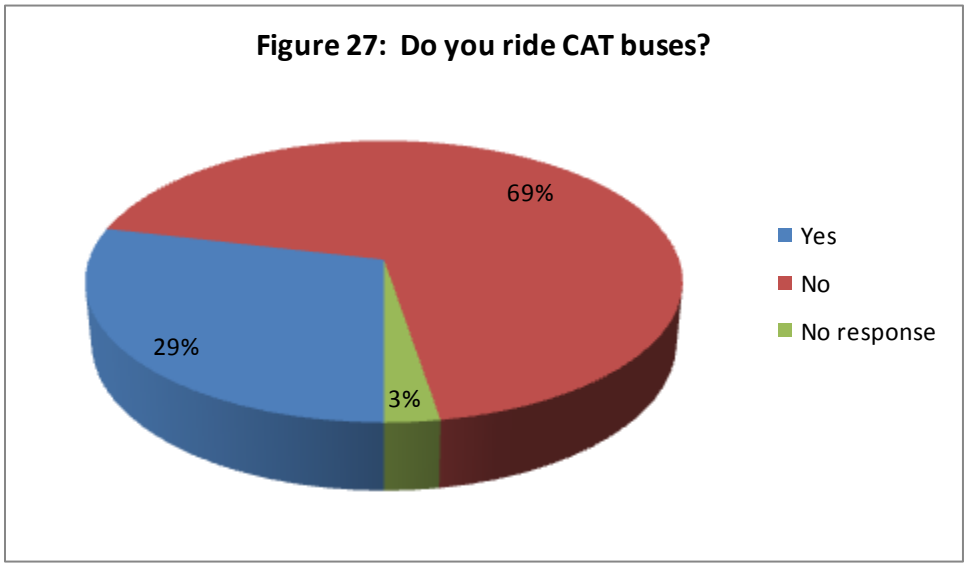



Results by service type are presented in Figure 26. When looking at access to other transportation options, survey results reveal that commuter route respondents are most likely to have transportation other than JAUNT at 35 percent, compared to ADA and other trip respondents at 23 and 24 percent, respectively. This confirms that there are more commuter route riders who choose to ride JAUNT. The percent answering "No" was fairly equal among the three service types, at 35 percent for both ADA and commuter trip respondents and 38 percent for other trip respondents. For ADA trips, "Sometimes" received the highest percentage of responses at 40 percent.

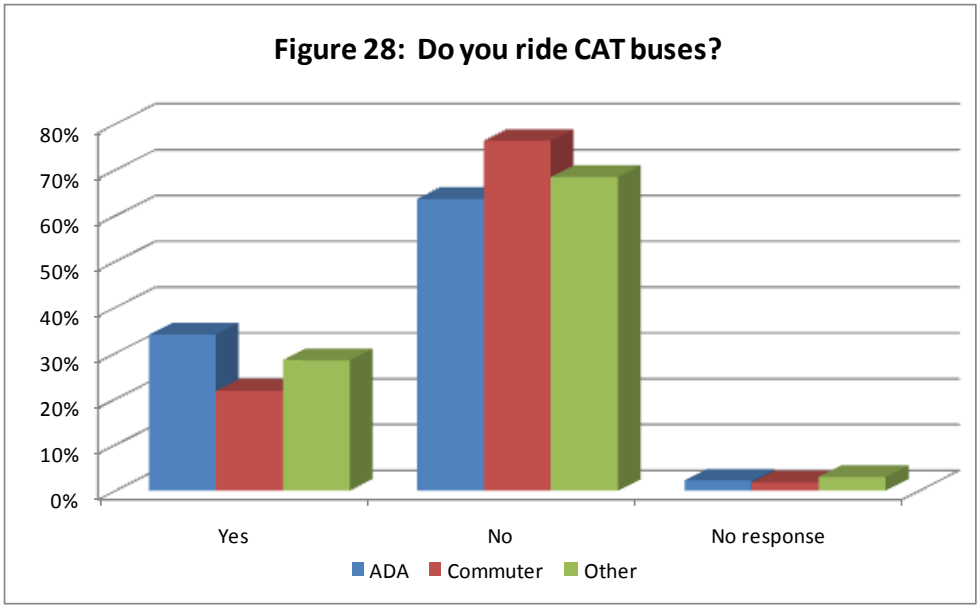


**Q13. Do you ride the Charlottesville Area Transit (CAT) buses?**

While the majority of respondents (69 percent) do not ride CAT buses, nearly 30 percent do, as shown in Figure 27.




Based on the analysis of service-specific responses, commuter route respondents are the least likely to ride CAT buses at 22 percent, compared to ADA and other trip respondents, at 34 and 28 percent, respectively. This indicates more commuter route riders are able to complete their trips without transferring to CAT. Service-specific responses are presented in Figure 28.

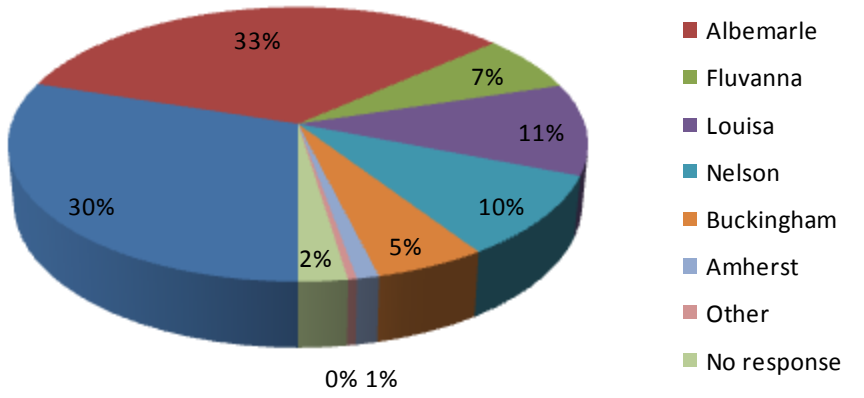


## SECTION III: RIDER INFORMATION

**Q14. In which city/county do you live?**

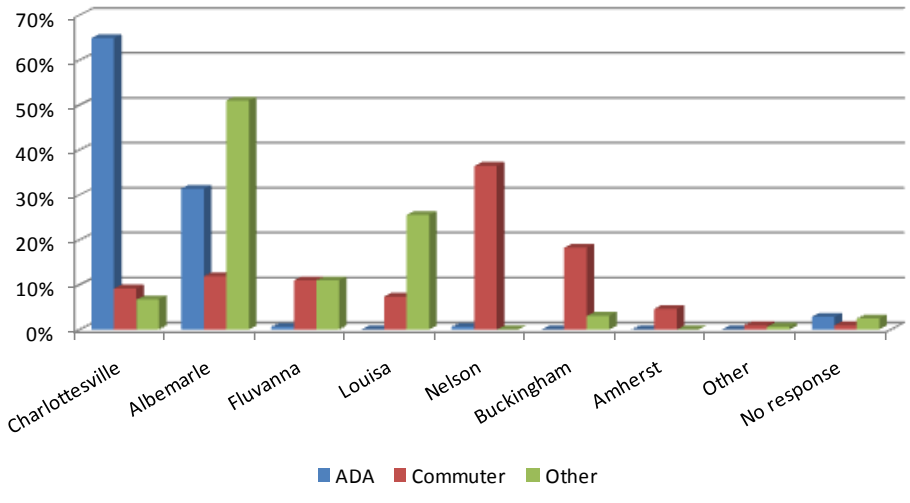
The majority of respondents live in Albemarle County (33 percent) and Charlottesville (30 percent), as shown in Figure 29.

**Figure 29: In which city/county do you live?**



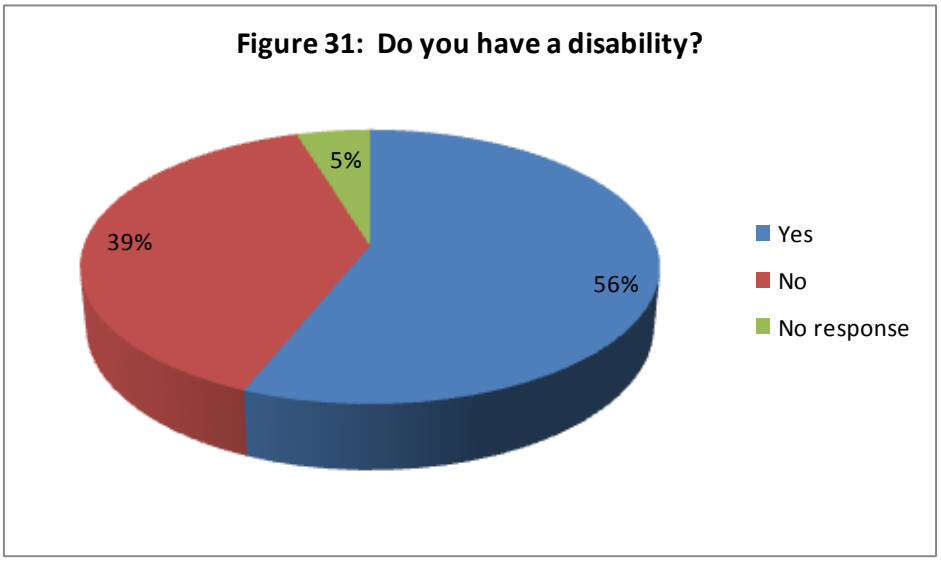

Results by service type are presented in Figure 30, and generally mirror the services provided in each jurisdiction and the FY 2010 trips by jurisdiction presented in Chapter 3. However, there are some significant variations, such as the higher percentage of commuter route respondents reporting they live in Nelson County than in Buckingham County.

**Figure 30: In which city/county do you live?**

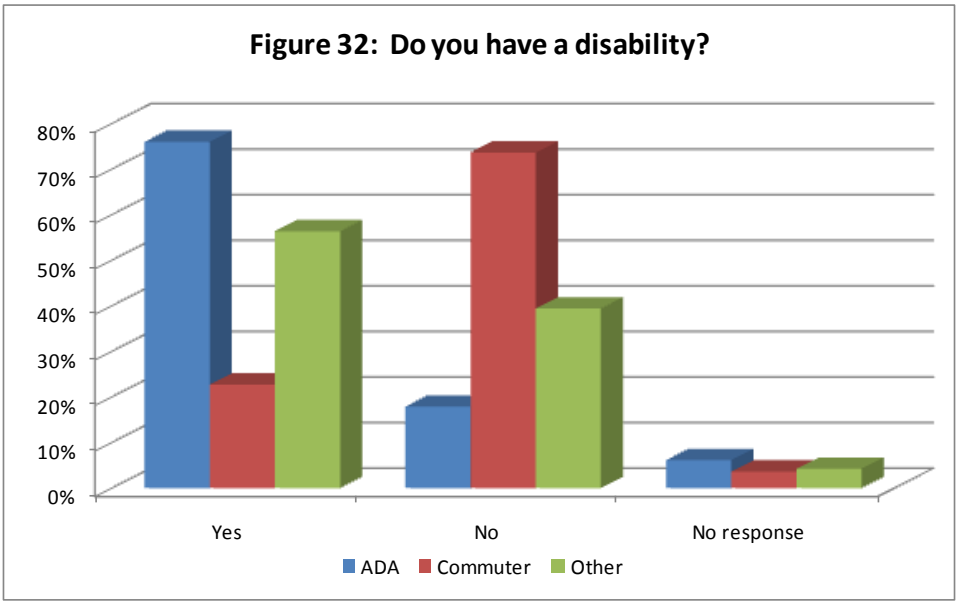


**Q15. Do you have a disability?**

When asked if they have a disability, 56 percent of respondents answered "Yes," 39 percent answered "No" and five percent did not respond, as shown in Figure 31.

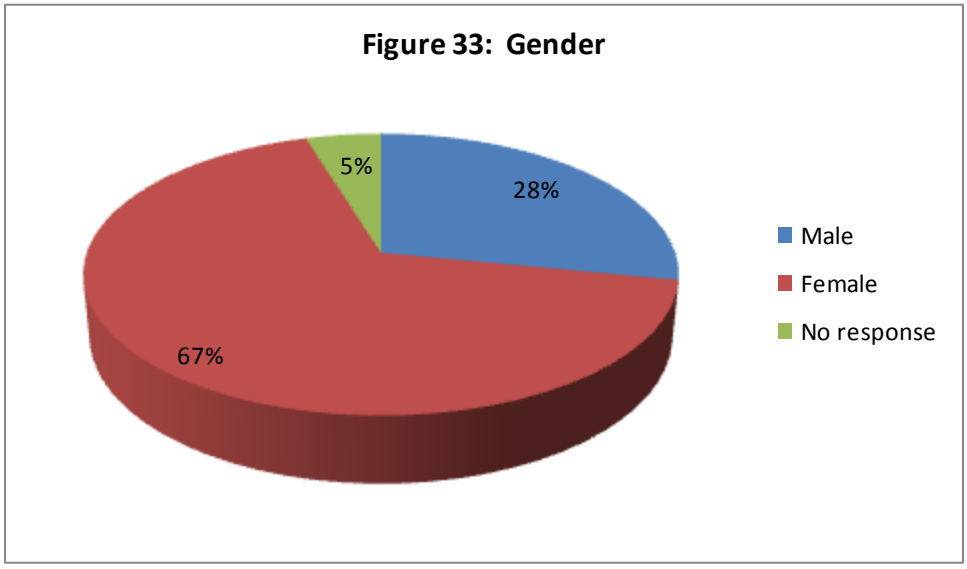



Results by service type are presented in Figure 32. As ADA trips are provided for people with disabilities, a very high percentage of ADA trip respondents indicating they have a disability is expected. The 18 percent of ADA respondents who answered "No" may reflect their perception that only people using wheelchairs are disabled. Only 23 percent of commuter trips responded "Yes" to this question. For the other trips, 56 percent of respondents reported having a disability.

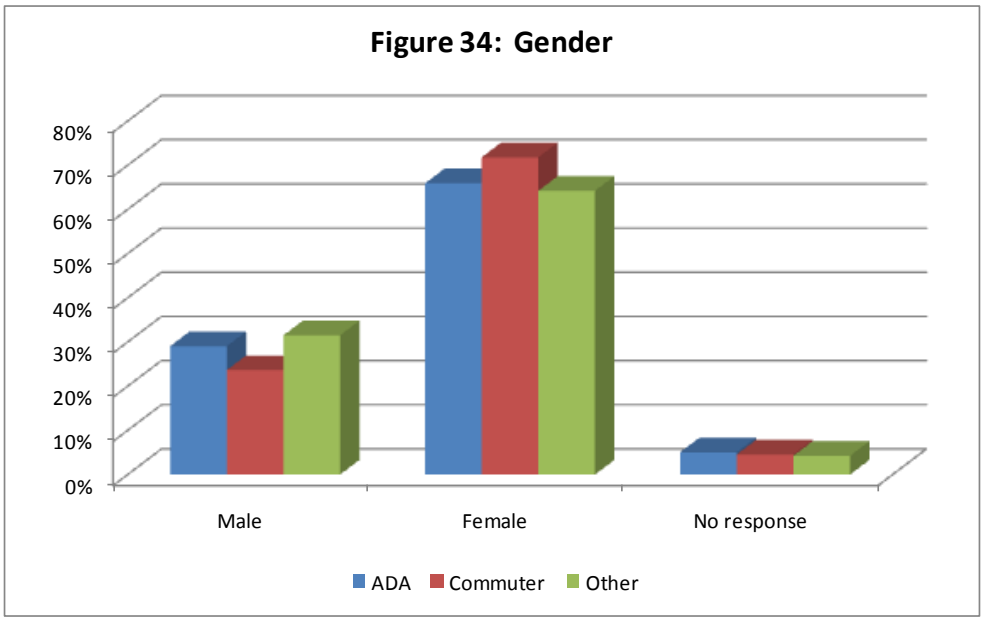


**Q16. Are you male or female?**

When asked their gender, a surprising 67 percent of respondents were female, as shown in Figure 33.

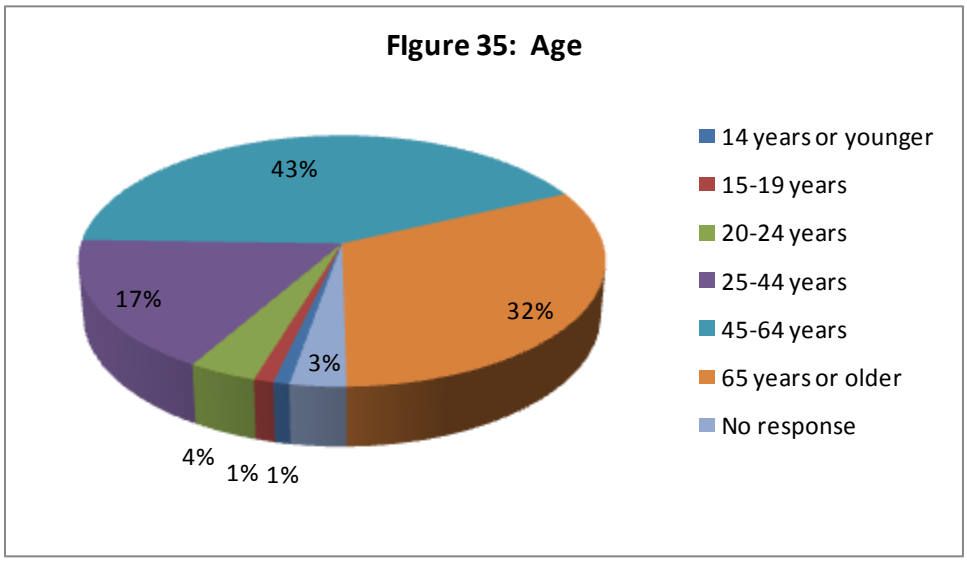



This trend carried through across all three service types, with commuters having a slightly higher percentage of female respondents (72 percent) than ADA (66 percent) and other trips (64 percent). These results are presented in Figure 34.

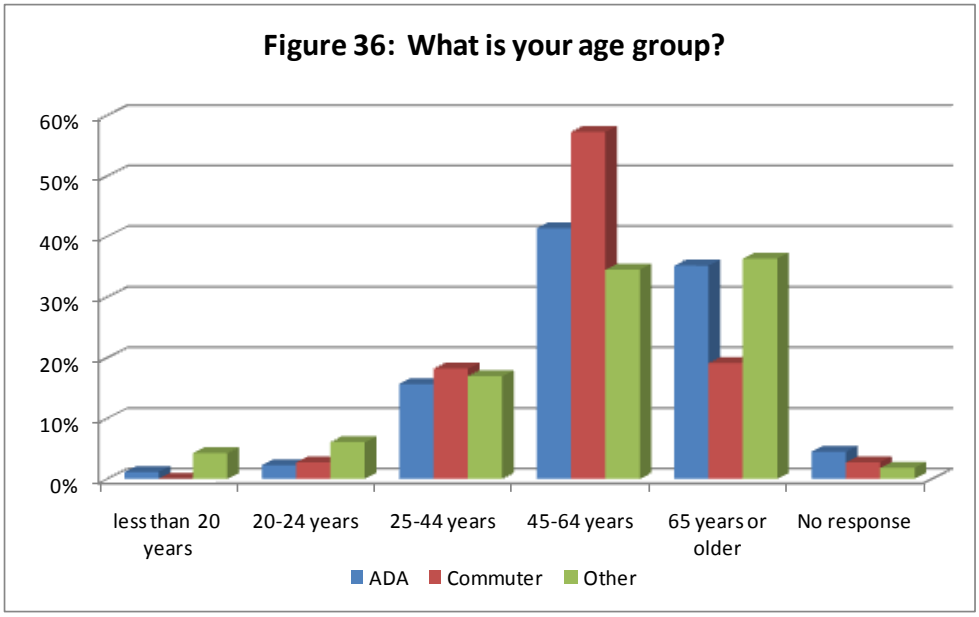


**Q17. To what age group do you belong?**

The majority of respondents were between the ages of 45 and 64 (43 percent) or older than 65 (32 percent). The 25-44 year age group had the third highest percentage of responses at 17 percent, as shown in Figure 35.

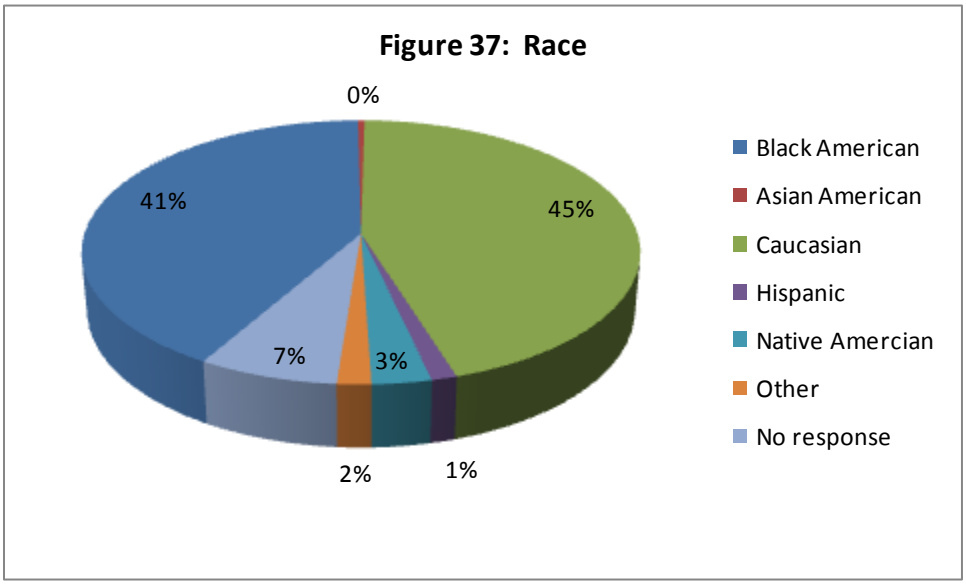



Results by service type are presented in Figure 36. Of the commuter route riders, 57 percent indicated they are between 45 and 64 years of age with another 18 percent indicating they are between 25 and 44 years of age, as might be expected for primarily work-oriented trips. Of ADA trip respondents, 41 percent indicated they are 46 to 64 years of age, with another 35 percent that are 65 years or older. Of other trip respondents, 35 percent are between 45 and 64 percent and 36 percent are 64 or older.

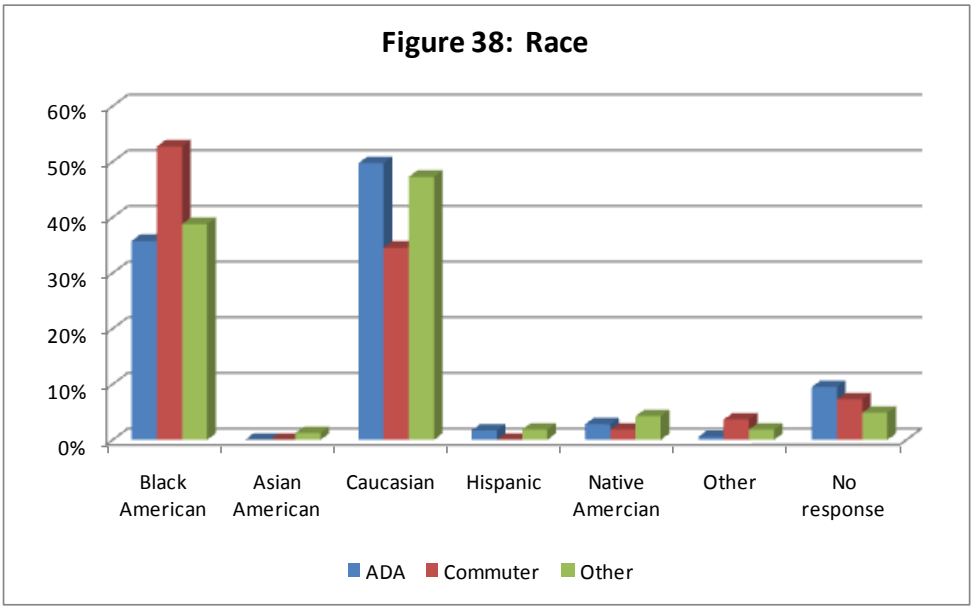


**Q18. What is your race?**

The survey respondents were largely Caucasian (45 percent) and Black American (41 percent), as shown in Figure 37.

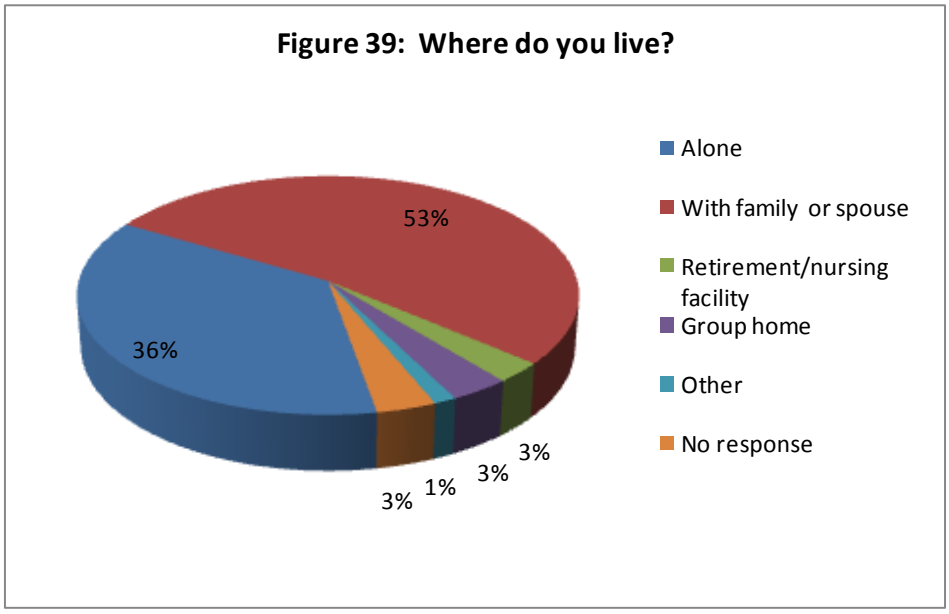



When looking at the results by service type, ADA and other trips had higher percentages of Caucasian respondents, while commuter service had a higher percentage of Black American respondents. Results by service type are presented in Figure 38.

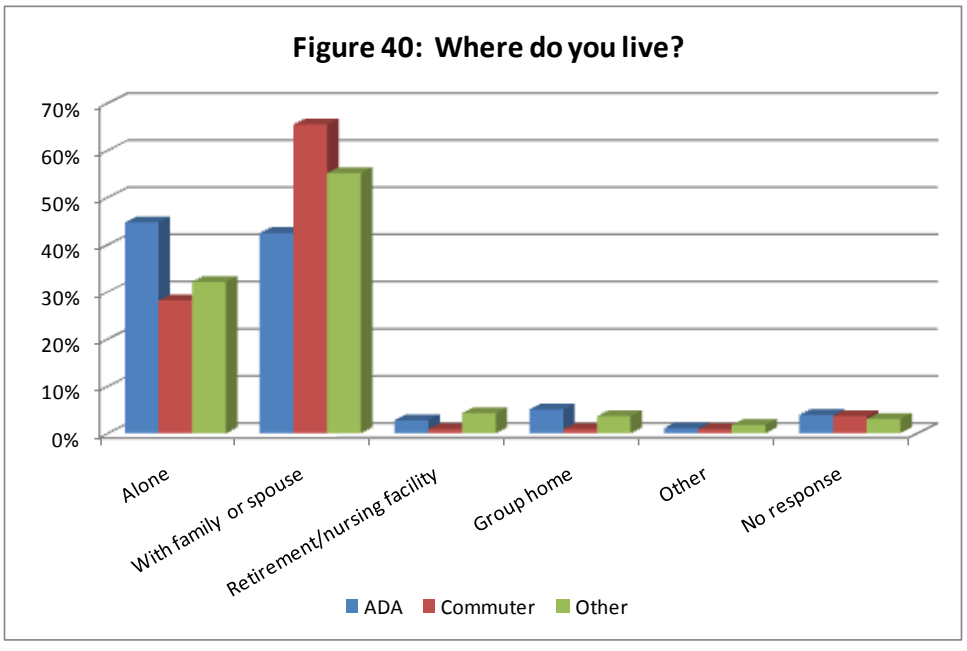


**Q19. Where do you live?**

The majority of survey respondents live with family or spouse (53 percent) and 36 percent live alone. Three percent each live in a retirement/nursing facility or a group home. The overall results for this question are presented in Figure 39.



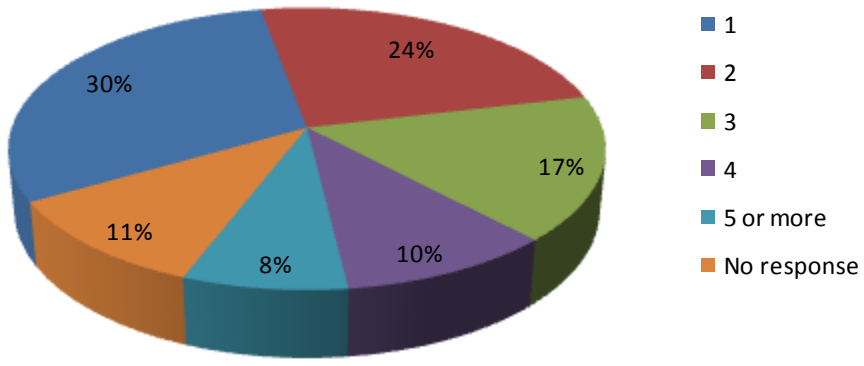

For respondents using ADA service, 45 percent live alone and 42 percent live with family or spouse. The highest percentages of commuter and other service respondents live with family or spouse (65 percent and 55 percent, respectively). Results by service type are shown in Figure 40.



**Q20. How many people live in your household?**

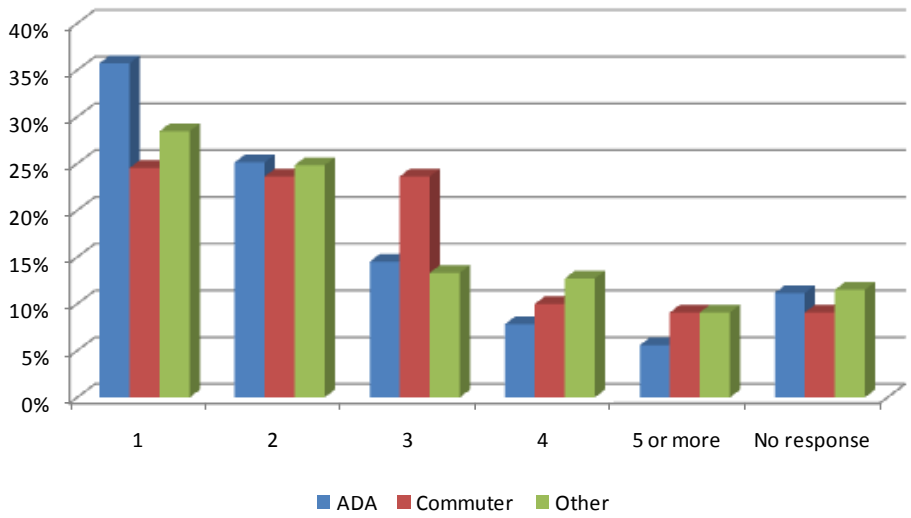
Most survey respondents live in one or two-person households while 17 percent have three people in their household, 10 percent have 4 people, and eight percent have five or more people (Figure 41).

**Figure 41: How many people live in your household?**




Results by service type are presented in Figure 42. Commuter respondents were evenly divided among one, two, and three-person households at approximately 25 percent each. ADA respondents were more likely to live in one-person households (36 percent) and other respondents were almost equally likely to live in one or two-person households (28 percent and 25 percent, respectively).

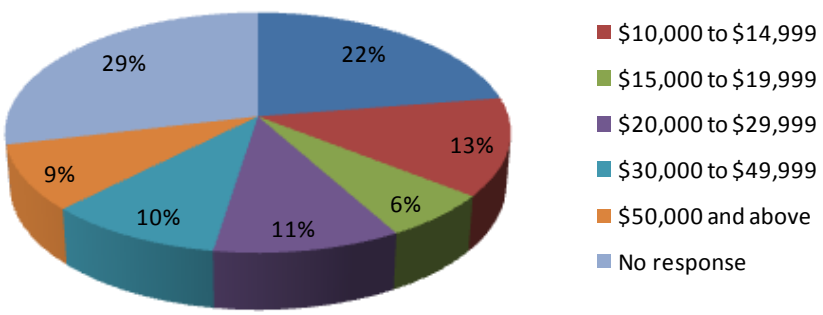
**Figure 42: How many people live in your household?**



**Q21. What is the combined yearly income of all persons in your household?**

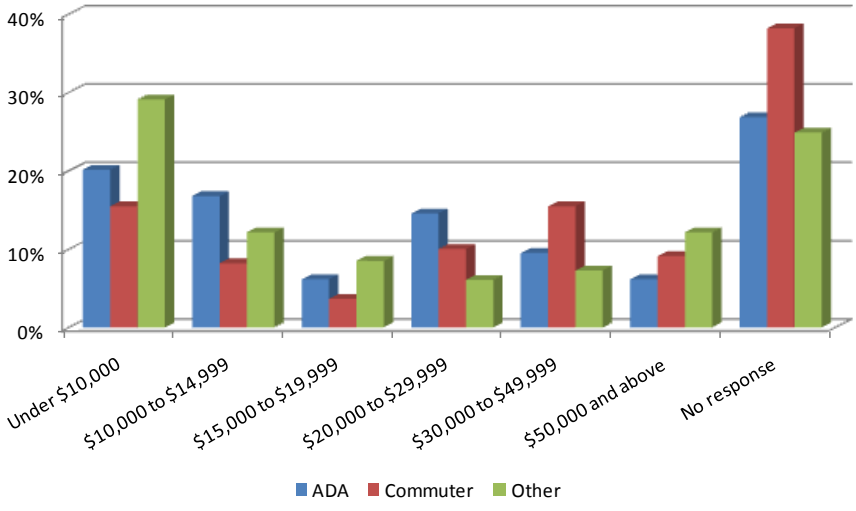
Many respondents (29 percent) did not respond to this question, 22 percent reported household income under $10,000, 13 percent reported household income between $10,000 and $14,999, and 11 percent reported household income between $20,000 and $29,999. The remaining income levels received ten percent or less of the responses, as shown in Figure 43.

**Figure 43: Combined Yearly Household Income**



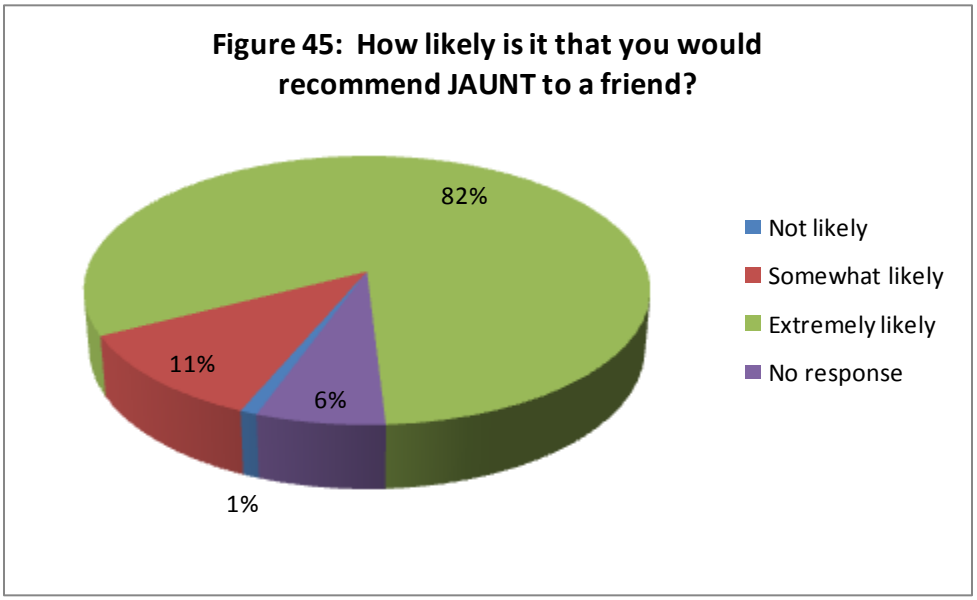

Responses for each service type are summarized in Figure 44. The responses for each service type were spread across the income groups, but other service trips had the highest percentage of responses under $10,000 (29 percent) as well as the highest percentage of responses for $50,000 and above (12 percent). For all three service types, a significant percentage declined to answer this question, particularly commuter route respondents at 38 percent.

**Figure 44: Combined Yearly Household Income**

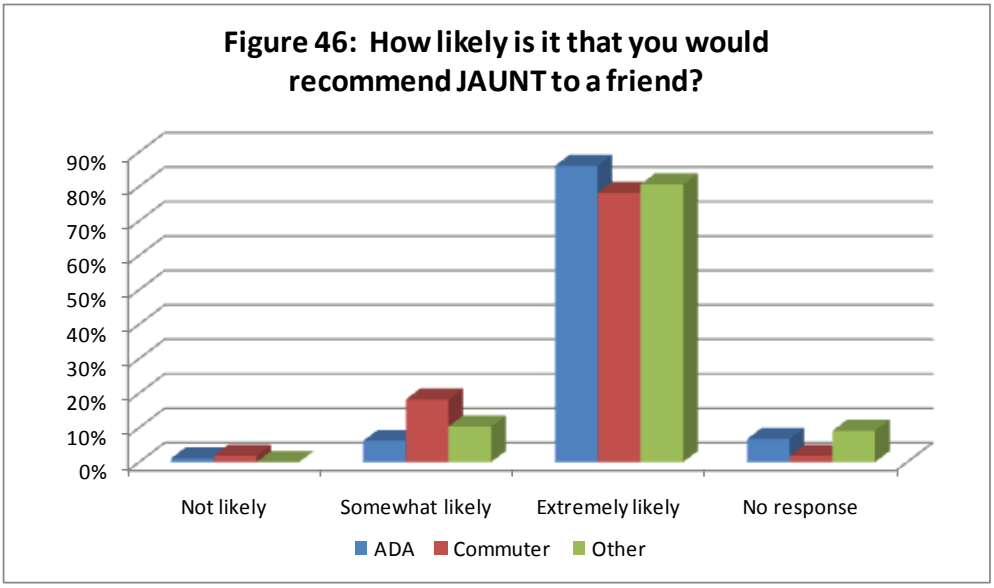


**Q22. How likely is it that you would recommend JAUNT to a friend?**

Overall, most respondents are extremely likely (82 percent) or somewhat likely (11 percent) to recommend JAUNT to a friend, while only one percent of respondents are not likely to recommend it. Overall results are shown in Figure 45.




The results for the different service types were similar to the overall results with ADA riders having the highest percentage of "Extremely likely" responses at 86 percent, followed by riders on other service at 81 percent and commuter trips at 78 percent. A summary of results for each service type is shown in Figure 46.



**Q23. We are always looking for ways to improve our service. What comments and/or suggestions do you have for us?**

The final question on the survey asks respondents to provide comments or suggestion for ways to improve JAUNT's service. The following is a list of the comments and suggestions received.

- I WOULD LIKE TO SEE A ROUTE TO CULPEPPER AND ORANGE
- $7 per day is a bit much for us Nelson County folks especially when C'Ville folks pay less to go to Wintergreen to work. $70 biweekly? WHOA! We need a way to work on Mondays & Tuesdays.
- A service that takes people from Louisa to places like Ashland and Richmond.
- Be consistent on pick up times. Don't change times at your end, where you give a time for pickup, stay with it.
- Be more conscious of exact locations for pick-up based upon each individual person's physical ability (note w/ riders name?)
- Be more on time
- Better time[schedule]
- Brenda is the best driver in Louisa. Always professional and helpful. The others are ok but she is the best!
- Call when you are more than 30 minutes late!
- Camille & Ed Hicks act as if they are the owners of JAUNT not workers. They set the rules and we as riders have no say what so ever and they are not people persons at all.
- Clean the van and have a van for people that work weekend.
- Come up with thicker tickets, please. Thank you.
- Consider when you are taking people to a job to try to get them to work on time.
- Considering what JAUNT set out to do all those years ago and with funding being what it is today, I'd say you ALL do a pretty damn good job. Drivers, Dispatch, Phone operators, mechanics, etc. Perhaps a little more attention to wiping down the windows - inside- before starting the day & in between some stops. They can get yucky.
- Don't be late please.
- Don't lose Louise or Debbie- train other dispatchers.
- Drivers are always kind, courteous and helpful
- Drop-offs are routinely late at Jefferson Plaza. My understanding is there is a parent who is chronically late picking up their child at CVS. That parent should not be allowed to hold everyone up. They can come to Jeff. Plaza to pick up their child.
- Due to his heavy schedule our driver is unable to get the riders to the center by 10:45-10:50 AM. The morning activities are about over by that time. This is not his fault. He needs help.
- Excellent staff.
- Excellent service for older persons!
- Excellent service total
- Excellent service.
- For employee pick-ups in the afternoon we do look to be picked up on time, or within 5 to 10 minutes late most of the time.
- For me I would like to appreciate the service and thank you for standing with us

- From my experience it appears that scheduling problems are the result of poor office functions. Drivers are not responsible for pick-up errors as some passengers would believe.
- Getting to work on time is very important.
- Give us an honest time when you are late
- God bless you. Wish you all the best
- Going all the way to pick-up a passenger near Buckingham is not fair when they could bring her closer to Lovingston to meet the bus.
- Good
- Good services
- Great as is!
- Great job drivers
- GREAT JOB THANKS FOR ALL YOUR HELP
- Great service! Drivers are very helpful!
- Great, courteous, kind, caring service!
- Had a hair appointment for 11 called for pickup for 10:40 - missed the appointment. Is there a better way to arrange times?
- Have a service that takes people to Ashland or Hanover or anywhere in the Richmond area.
- Have drivers tell wheelchair riders that they can help wheel them into the bus. Drivers are willing, but most do not offer making you wonder if you need to back into the bus yourself.
- Have more buses come to Scottsville area.
- Help organize JAUNT with Gordon Walker & others
- How about a GPS for drivers?
- How to Improve Perfection? Can't
- I always enjoy riding with JAUNT the way it is.
- I am on dialysis when I need a ride home I am drained. They pick me up late and they be late getting me home. I need to rest.
- I am so appreciative of the JAUNT service. I feel comfortable and secure in knowing that it is available.
- I am very pleased with JAUNT
- I am very pleased with your service.
- I appreciate the JAUNT transportation. I know some of the holidays are taken off. I work on the weekends and it could fall on a holiday. I hope JAUNT don't reserved all the holidays.
- I asked Lee if someday he would take us to Florida. He has not set a date for the trip. Joke!
- I believe JAUNT does an excellent job!
- I can't see any
- I can't think of anything. Excellent the way it is! All drivers are AWESOME!!
- I don't have any say because I like the JAUNT bus the way it is.
- I don't have anything bad to say about JAUNT. I would recommend JAUNT to everyone.
- I don't know what you can do but I am late for work and sometimes church on a regular basis. I wish I could plan better.
- I enjoy riding JAUNT

- I feel that the lifts should be a few inches longer.
- I find the service very good.
- I find your services to be very, very good
- I get off work at 4:30. I would rather be picked-up between 4:40 & 4:45.
- I have an idea. Give a free JAUNT T-shirt
- I have called several times to cancel a trip & had to talk to 4 people before I could do that, and finally I got the first person I talked to and all I wanted to do was cancel a trip. Just wondered why JAUNT stopped running on Mon. & Tues. I did have to find another ride on Mondays.
- I have had very good service. I enjoy the extra drivers around town. Am always ontime at the senior center.
- I hope the cost don't go up
- I like it just the way it is. Mary is very nice and understanding. Also sweet person to ride with.
- I like Joyce she is a good person and great bus driver. She is so sweet to us & we love her so much.
- I like to be picked up on time not late
- I like to ride the JAUNT. It is so good to be on the JAUNT bus other than in the car all the time
- I live at Branclands. When answering the telephone be sure to find out which side the pick-up is.
- I look forward to Joyce's great smile & caring attitude to any problem that I might have had in the previous days.
- I love the ride. I suggestion to have more room in bus. I love the bus driver [J. Tillman]
- I think everything is nice and good just as it is.
- I think it would be a good idea if the bus could sometimes bring you to the home instead of the curb.
- I think ten dollars at one time is a little high. That's why we should be able to eat or drink on bus, we pay enough for that. Thank you.
- I think you do a really great job. I don't know how to tell you about improvement.
- I wish there was a bus that went into town at noon. If you have an appointment or work late like 2 or 3PM you still have to come in way early.
- I wonder if I have an emergency appointment (Triage) would you give me a ride.
- I would like the music played at a softer volume
- I would like to keep riding with JAUNT
- I would like to see a route to Culpepper and Orange
- I would suggest your company would have a meeting with the people who ride this bus and find out just how bad this drive is.
- If a rider cannot enter his/her residence that person should be returned to JAUNT bus until proper contact is made.
- If buy a box of JAUNT rides should be discounted
- If drivers are over booked or too many pick-ups for the same time someone will be late and it's usually the seniors. I am thankful for the ride. The drivers are nice and it's not their fault for being late.
- If it's possible to make it cheaper for a ride there and back instead of paying each time you ride

- If possible, it would be better if those arranging the schedule/working for dispatch gave more accurate pick-up times. I was left behind once b/c the bus came considerably earlier than they had previously.
- If scheduled riders are to get picked up and delivered on-time, not all "walk-ons" can ride always- it is only good business sense.
- If you advertise a scheduled pickup time and it's not met, it's understandable because things do happen- but when it happens daily there is no excuse. Surveys are a waste unless you see the "good" results from them. I'm still waiting.
- Increase fares. Retain drivers by raising salaries
- Instead of long tables have round tables
- It fits my needs as is!
- It is a good service for people in need!
- It is a good way of getting to work and other places.
- It nice to ride JAUNT.
- It would be great if patients on dialysis could have first choice of being picked up. They are tired and sometimes they wait a long time.
- It would be nice if a JAUNT van or bus would run out of Madison Heights.
- It would be nice to have a way to contact clients if the driver is going to be later that scheduled pickup time
- JAUNT gives the best service. Thank you we would not be able to travel without JAUNT
- JAUNT has been instrumental in arriving to scheduled doctor visits, grocery shopping, recreational activities, and bill paying.
- JAUNT is good, dependable transportation. I like riding JAUNT. I don't have any [suggestions for] improve services.
- JAUNT service nightly
- JAUNT was 30-45 minutes late. When I called was told it would be 5 min. I have to wait in the street to see the vehicle. Would be helpful if dispatch would know when driver will be very late. Could return inside and notify my appointment.
- Just keep up the work
- Just let things stay like it is.
- Keep everything the same. You have excellent drivers.
- Keep it like it is
- Keep the buses more sanitary.
- Keep the good work up! Thank you!
- Keep up the courteous service!
- Keep up the good work!
- Keep up the good work.
- Keep up the wonderful service that you provide. Thank God for JAUNT!
- Keeping prices at night the same as daytime and not dropping off too early.
- Just keep on doing what you do.
- Leave it just as is
- Longer hours

- Longer Hours
- Longer hours
- Longer Hours. So people can get around okay.
- Look into students at PVCC getting reduced rate.
- Lower prices
- Majority of your drivers are very friendly & polite & helpful. I am so thankful for that because I am upset about not being able to drive myself right now.
- Marion is the sweetest driver to have she makes my day good and she's the nicest driver to have and she's so help[ful] to me ever.
- More punctual
- Mr. Washington is always pleasant and cautious!
- Need to have service for those that finish early. Not have to stay all day.
- Need to improve communication between office and riders
- Needs no improvement
- Never know when you are closed unless we call to schedule. Could you have them posted on the bus.
- New van please…red and blue
- Nix religious, political radio and driver conversation
- No comment. I am satisfied with my ride.
- No suggestion, I am happy with the service especially with the bus driver JJ
- None everything is great
- None. Very Happy. You should increase your prices.
- None. We have Micheal Waller- He is EXCELLENT! No Complaints!
- None/ doing a great job.
- None-excellent service
- Not picking up passengers across the city that conflict with a passenger closest to their destination.
- Not run the driver back and forth so much. Let their run be more together.
- Not to forget to pick me up at the rehab center
- Occasionally drivers play radio too loudly.
- Offer a discount if I buy books of tickets
- One suggestion is to add more drivers to Saturday & Sunday! Thank you!
- One, the new buses the step is too high for elders ALL drivers must assist. Seats on the new buses are better than the older buses.
- Pick up more on time
- Pick up on time
- Please be more cognizant. In scheduling there are too many instances I have seen two JAUNT buses in the same area to pickup different riders in the same location.
- Please by all means improve the comfort of the seats. For riders over 30 they are hard & very uncomfortable! Love the service 100% but seating is uncomfortable past the first row. Thank you.
- Please change the seats. Buses look good seats gave me hemorrhoids. Past front seats are hard for riding 30 mins. or more.

- Please continue service for seniors.
- Please notify the rider of a late pick up. Only excuse is climate or traffic. NOTE: Driver is pleasant and always a gentleman.
- Professionalism, courtesy, & friendliness is a good public service. Jay [Jay] represents that!
- Reasonable fair for early pickups from work. More routes for airport and beyond areas.
- Regular and temp drivers having the same schedule. Stressful for riders catching their rides.
- Respect all the individuals the same.
- Respect all the individuals the same.
- Return trip from work could arrive closer to 5 pm
- Scheduling
- Scheduling and dispatch should work better together to help more riders be picked up on-time
- Service on holidays. Playing soft music in the morning instead of talking/complaining
- Some drivers' attitude need improving. Most are nice.
- Some of the rides are really long especially when he goes both ways - sometimes more buses may be needed to shorten the ride.
- Some way of knowing how late I'll be picked up
- Some way to improve last step going down. Not every driver has books of tickets.
- Sometimes on return trips I have waited a half hour or more. It would be nice to improve on this!
- Stop putting riders on the employment run that live in Charlottesville area. This often takes us out of our way. After putting in a 12 hour day I don't want to ride around Charlottesville. I get picked up before 6 AM and get home at 6 PM. There are enough JAUNT buses that serve C'Ville we don't need these riders on our run.
- Thank you
- Thanks for all of your kindness to Anthony throughout the year!
- The best way is to narrow the range of the pickup time or to come up with a notification system when it will be more than 10 min. on either side. Likewise, delivery time at the end of the day would be best if predictable
- The buses that leave out of Charlottesville to surrounding counties should leave later than 6 PM.
- The driver does very well and great.
- The drivers are great. They know how to get you somewhere on time.
- The new bus seats are comfortable, but do not allow me to sit upright (90 degree) It puts a strain on my abdomen.
- The Palmyra Commuter Route needs a new bus. The driver and passengers are way over due for one. Why do all the other routes in town have new buses but not an out of C'Ville Commuter route?!
- The rule no food and no drinks allowed is a good way to let kids know they should not eat or drink while JAUNT is moving.
- The service is good.
- The van needs to be larger. Tight fit for 14 people.
- They are great people and nice.
- They funny and fun
- They nice to me. They take me where I need to go all the time.

- This bus driver is so good & good service. The rest should be just like him.
- To respect all individuals the same
- U R doing a Great Job!
- Uncertain
- Very good dispatch-office staff-patient & kind-drivers are consistently friendly- patient-high standard
- We are very pleased with JAUNT. The drivers are very friendly and helpful. We are very thankful for this service.
- We like it very much
- We need a more reliable bus. The engine light is on a lot. My only complaint is the van. Jeannie is a great asset to JAUNT. She is very helpful, knowledgeable and customer service oriented.
- We need more time. very good co.
- WE NEED TO HAVE WEEKEND SERVICE IN THE COUNTY N SAT & SUN FOR DOOR TO DOOR SERVICE FOR PEOPLE WHO DON'T HAVE TRANSPORTATION AND CAN'T GET TO THE JAMES RIVER COUNTY STORE. PLS START WEEKEND SERVICE B/C WE NEED IT DESPERATELY!
- We need to offer (24 hour impossible goal (24 hr) Need more time
- We never had a problem. The staff is so helpful to us. My husband has vascular disease with dementia and I have to go with him everywhere and the staff always answers my questions about the organization.
- We would like to eat and drink. I think 10 dollars a piece is enough to get this right
- When drivers call out have a back-up plan at the office so you don't have to reroute the drivers then all is on point. Or let group homes know due to residents ready to leave.
- When it is cold to have buses warmer in the morning when picking up.
- When we call for a ride or cancel our ride be sure to tell the driver.
- Why send three buses to pick up the same people that ride together in the morning for dialysis when they are ready within 12-15 minutes of each other. To me that is a waste of gas not a save.
- Widen the range for special trips to include Richmond, Lynchburg, Waynesboro etc.
- Wish JAUNT could go to Stanton or Waynesboro to malls on a day trip and come back by 3-5 pm
- Wishing that the drivers would not have many riders- far away. I would like to be there (senior center) for worship. Thank you.
- With my experiences as a JAUNT passenger, I cannot think of any improvements. The drivers are courteous and helpful.
- With the good communication system you have, I think there are times when a vehicle could pick up a person that is not on that person list when another vehicle in not that close.
- Work on time schedules for pick up/drop offs (always late)
- Would be nice to have a couple more buses in Louisa area going to Orange.
- Would Dispatch please avoid talking too close on the micro? It sounds loud and makes me startle. Good job though!
- Would like an employment bus only (impossible) I know but people not going to work are making us late!!!
- You do very well-
- You have a great service. Good people.

- You have done a good job all the years I have been with you.  Thank you
- You have good service, it is all good.
- Your service is so great, I can't think of anything else that would improve it

# APPENDIX D

# STAKEHOLDER INTERVIEWS

**Louisa County Resource Council**

Date:
October 14, 2010 at 9:30 am

Attendees:
8 representatives including Karen Davis, JAUNT

| | |
|---|---|
| Donna Isom | Louisa County Resource Council |
| Mary Kranz | Adult Community Education, Louisa County |
| Sara Damron | Thomas Jefferson PDC/RideShare |
| Selena D. Cozart | Piedmont Housing Alliance |
| Sarah Blech | PREP/Parent Resource Center |
| Vanessa Reed-Hal | Feed More/Meals on Wheels |
| Paula Barkley Fenson | Feed More/Meals on Wheels |

Overall Level of Support for Transit in the Community

While there is always room for improvement, people really appreciate it

Some people don't know they can ride JAUNT, because they think it's just for seniors

The times service is offered may not be convenient

There is some confusion about the different types of services offered and where. For example, door-to-door ADA paratransit service is available only in Charlottesville. Rural services are different. So, not only do you have to understand the different types of services, you also have to know where they are offered.

JAUNT is highly used by social service agency clients, but word is getting out to the general public that it's affordable.

Some people don't feel it's affordable. (Karen noted that fare scholarships are available through JAUNT Friends)

Can Medicaid recipients use JAUNT? (Karen answered that Medicaid recipients can use LogistiCare for medical trips and specify they want JAUNT to provide their trip)

Real or Perceived Shortcomings that Keep People from Riding

Some don't have phones with which to call to make a reservation (Karen noted that there are programs through which people can qualify for a free phone)

Language barriers for those who only speak Spanish (Karen noted JAUNT has recently set up a translation service through Language Line, so that callers can speak to JAUNT reservationists through an interpreter.)

Fares may be too high for some. Is there any chance that fares could go down? (Karen answered that fares are largely dependent on funding. More likely scenario would be that funding decreases, in which case, fares could go up.)

Do those that received Social Security Income ride for free? (Karen answered no, but fares are discounted for those 60 or older and persons with disabilities.)

Having to make a reservation may be a reason some don't ride. There are times when an emergency arises and you can't call the day ahead. Can JAUNT accommodate those kinds of requests? (Karen responded that you can schedule a trip up to 2 weeks in advance or as later as the day before. In the event of an emergency, JAUNT will try to accommodate last-minute trips, but it may not be possible.)

<u>Opinions on Existing Service and Suggestions for Improvement</u>

Have been very impressed with JAUNT's drivers. They are very courteous and professional.

Could service be offered in the evening hours? (Karen responded that funding is the big barrier to extending hours.)

Then why is paratransit is provided until midnight? (Karen answered because of the ADA requirements that service be provided the same days and hours as fixed route, which in this case is CAT)

Transit is very important to Hispanic students

There are county-to-county travel needs JAUNT is not meetings. Not everyone needs to go to/from Charlottesville or within their county. Examples include Louisa to Fluvanna and Buckingham to Fluvanna.

High school students who work after school can get to work on JAUNT, but since the service ends at 4:30, they can't get home on JAUNT.

Louisa County rural services are more comprehensive that what is offered in the other counties.

Some Louisa County residents need to travel to/from Richmond or Fredericksburg.

Wellness Wheels program is great.

It seems like JAUNT would benefit from advertising on TV.

With the commuter routes, more people are choosing to ride JAUNT. Should get those riders to promote the system.

**Fluvanna County Agency Stakeholders**

Date:
October 14, 2010 at 11:15 am

Attendees:
9 representatives including Karen Davis, JAUNT

| | |
|---|---|
| Sarah Hill | Fluvanna Co. Dept. of Social Services |
| Sarah Cooper | Jefferson Area Children's Health Improvement Program |
| Syretta Davis | Jefferson Area Children's Health Improvement Program |
| Becky Harpster | Jefferson Area Children's Health Improvement Program |
| Gary Greenwood | Fluvanna after School Program |
| Susan Daly | Youth Advisory Council |
| Jackie Meyers | Fluvanna Co. Comprehensive Services Act |
| Dwight Godwin | Fluvanna Co. Parks and Recreation |

JAUNT Express after school program is wonderful. Parents love it!

Midday service to Charlottesville is only offered Monday and Thursday now. Expand to 5 days a week.

Some agency clients can't get to the fixed stops on the commuter routes. (Karen responded JAUNT can arrange deviations to pick them up).

Some commuters need to get from home to day care with their kids, go inside and drop them off, then get back on the bus to go to work. JAUNT can't accommodate that.

Could infant seats or pull-down toddler seats be built into the bus? Some parents have multiple kids and multiple car seats.

Drivers can make up to 3 trips into entry-way to assist, but the clients don't know they can ask for assistance.

Later evening service is needed for getting to and from work, at least until 10 or 11 p.m. (though Walmart and IHOP are open 24 hours).

Public's awareness of the system is not good, particularly among adults. Need more advertising, such as running TV ads periodically to remind people. Could use children as spokespeople.

People in Fork Union are using JAUNT more now.

Can you focus service to get employees to large employers, like Walmart and other employers at Zion Crossroads? Seems like that could work if you had designated pick-up locations, like P&Rs (at least for those who have cars). What about those who don't?

Some places have vans that pick employees up.

Could there be scheduled service like CAT in Fluvanna, serving major County destinations?

Partner with social service agencies to provide service on certain days, such as Wednesday, which is the Health Department Clinic day.

Are the fares cash only? Agencies get vouchers. Is JAUNT considering a pass program in the future?

Can you make reservations in Spanish? Greeting when you call should be in both English and Spanish.

Key locations in Fluvanna that are important to serve are the Health Department and Court and Court Services in old town Palmyra.

Fares are reasonable compared to paying for gas.

About how many people use the Fluvanna commuter routes now?

Is subscription service available? Do you have to renew your subscription periodically?

What happens if you don't show up for a trip you scheduled? Is there any leniency on being charged? Sometimes they can't be prevented.

**Nelson County Human Services Agencies**

Date:
December 2, 2010 at 1:30 pm

Attendees:
10 representatives including Karen Davis, JAUNT

| | |
|---|---|
| Deborah Berry | Rural Health Outreach Program |
| Frances Mitchell | JABA |
| Leslie Deane | JABA |
| Janice Jackson | JAUNT Board |
| Cecilia Epps | JABA |
| Connie Brittle | JABA |
| Dick Nees | Nelson County Pantry |
| Alphonso Taylor | Virginia Employment Commission |
| Greg Tyree | Rural Health Outreach Program |
| Gail Troy | NCAE/AARP Driving Instructor |

Introductions/Interest in JAUNT:

**Deborah Berry, Rural Health Outreach Program (RHOP):** JAUNT may be able to help patients get to and from physicals and medical appointments.

**Frances Mitchell, Jefferson Area Board for Aging (JABA):** The seniors JABA works with use JAUNT to come to and from the Senior Center, and also to go on trips and get out of the house.

**Leslie Deane, JABA:** Need evening hour service for seniors JABA works with.

**Janice Jackson, JAUNT Board:** Nelson County representative on the JAUNT Board.

**Cecilia Epps, JABA:** Serves the elderly in Nelson County.

**Connie Brittle, JABA**: Seniors also use JAUNT for trips, doctor's appointments, picking up medications, shopping, etc.

**Dick Nees, Nelson County Pantry:** Nelson County Pantry distributes food to about 300 families in the County every month. Families have to come to the Pantry, because they do not provide delivery service. In October 2010 through a grant, JAUNT started picking up clients without transportation, bringing them to the Pantry, and taking them back home. While the service is just getting started, it has been very well received.

**Alphonso Taylor, Virginia Employment Commission (VEC):** Interested in finding out how much more service JAUNT could provide to people looking for work and getting employment in areas outside of Charlottesville.

**Greg Tyree, RHOP:** RHOP has clients that could benefit from JAUNT service, primarily to get to medical appointments.

Overall Opinion of JAUNT

Seniors think it is great. Seniors can access the center for socialization, get to eat meals at the center, and take trips to visit places they hadn't seen before. While JAUNT is for anyone in the County, it is most important to the seniors.

Suggestions for Improvement

Routes are too long because there aren't enough buses. A one-way ride occasionally takes 2 to 3 hours and 1 ½ to 2 hours is not unusual. More people would ride if they didn't have to spend so much time on the bus or waiting for the bus to come back to the County. The service is not frequent enough to use for appointments, because of the long wait times.

Clients who have appointments or need to get prescriptions in Amherst or Lynchburg cannot get there on JAUNT.

JAUNT service is good for getting to Charlottesville, but the County lacks really good public transit within the County. There is no way to get to the western or eastern part of the County, unless you have your own transportation. A particular need is to serve the growth on the western side of the County in the Route 151 corridor.

Many of the residents on the western side of the County work in Waynesboro, which is outside the JAUNT service area. JAUNT should explore providing connections with VRT in Waynesboro.

Wintergreen is also a major employer, and while the commuter routes are good, the service hours are just too limited to serve all the shifts there.

As growth increases, the limited hours of service in the County could become an issue, because the service industry employers will need people to work in the evenings and on weekends. It has become a tourism corridor and new subdivisions are being developed. County residents need to be able to get to work at the wineries, bed and breakfasts, and restaurants.

As of December 2010, there were about six clients using the Nelson County Pantry service. The bus picks them up on Saturday mornings from all over the County and gets them to the pantry around 9:30. Then they have to wait in line to get their food, get back on the bus, and the process to take them back home starts. If you're the first client picked up, going to the Pantry could easily take the entire morning. Since it's just starting up, there's only one bus and it meets the needs. As word gets around and more people want to sign up for service, JAUNT may need to add a bus.

Starting on January 4, 2011, on every other Tuesday there will be a food truck in Nelson Center parking lot from 10:30 a.m. to 12:00 p.m. noon. This coincides with when JAUNT operates intracounty service.

Produce and other food will be available to anybody with a voucher from JABA on a first come, first served basis.

Geographic coverage within the JAUNT service area is good, but the problem is getting to places outside the JAUNT service area, like Amherst, Lynchburg, and Waynesboro.

Midday service is only provided three days a week. Keeping budget limitations in mind, this is fine. More days could be on the needs list, but the priority would be expanding to Amherst before adding more midday service.

JAUNT serving the southern part of the county in the Amherst/Lynchburg direction would be the first priority. Larger service area with less frequency is preferred over more frequent service in smaller area.

Fares are reasonable for clients.

Bus stop signs might be nice, but since the commuter route is by reservation only, passengers know where to catch the bus. Nelson County commuter routes are quite full.

<u>3 Things JAUNT Does Really Well:</u>

- Great drivers that make seniors comfortable
- Service is dependable and on time
- Having the service itself is great, hours and fares are good, and it's very helpful for people who work in Charlottesville

<u>3 Things JAUNT Struggles With:</u>

- Funding to put buses on the road
- Long route times
- Not enough people understand the extent of services
- People are not used to taking public transportation
- Need to encourage seniors to start using JAUNT services well before they need it to make sure services are available when they do
- Marketing is targeted towards the growth areas identified. Word of mouth is the best form of advertising.
- The need for more service should be communicated to the Board of Supervisors. Ask them to increase funding.

**Charlottesville/Albemarle agency stakeholders**

Date:
December 3, 2010 at 10:45 am

Attendees:
15 representatives including Donna Shaunesey, JAUNT

| | |
|---|---|
| Beth Barber | Senior Center, Inc. |
| Dawn Schultz | Senior Center, Inc. |
| Elizabeth Swider | Care is There |
| Leslie Deane | JABA |
| Denise Smith | Golden Living Center – The Cedars |
| Jeff Hartman | Seniors Guide Magazine |
| Lyn Van Der Sommen | PVCC Workforce Services |
| Judy Snider | Martha Jefferson Hospital |
| Thea Blech-Culder | JAUNT rider |
| Sarah Blech | PREP/Parent Resource Ctr. |
| Pam Fisher | Region 10 CSB |
| Kathleen Clark | CPFLTC |
| Jo Ann Osborne | Region 10 CSB |
| Karen O'Rourke | The Arc of the Piedmont |

Introductions/Interest in JAUNT:

**Jeff Hartman, Senior Guide Magazine:** Jeff is with Senior Guide Magazine and is interested in learning more about JAUNT and their schedules, and how they might educate seniors and their adult children about JAUNT.

**Denise Smith, Golden Living Center – The Cedars:** Golden Living Center – The Cedars provides long-term and short-term care. JAUNT is in their driveway seems like 20 times a day, and they love JAUNT. The drivers are very professional, nice, and caring. She is very impressed with JAUNT.

**Lyn Van Der Sommen, Piedmont Virginia Community College (PVCC) Workforce Services:** Lyn is representing those in the health-care profession training program. They have a lot of students without transportation and with disabilities with a tremendous need for JAUNT. Classes run from 8:00 AM to 9:30 PM.

**Judy Snider, Martha Jefferson Hospital (MJH):** JAUNT serves MJH all the time for employees, patients, visitors. She is hoping to talk about need for JAUNT for weekend discharges.

**Thea Blech-Culder:** Thea is a JAUNT rider.

**Sarah Blech, Piedmont Regional Education Program (PREP)/Parent Resource Center:** Sarah is Thea's mom and in her role with the Parent Resource Center, she works with families and kids with special needs, so a lot of the families she works with use JAUNT with their kids for transportation.

**Pam Fisher, Region Ten Community Services Board (CSB):** Pam is the Director of Meadowcreek Day Support. They have about 60 adults with a diagnosis of mental retardation coming to the center each day, mostly on JAUNT. She also has some feedback from residential group home services.

**Kathleen Clark, Community Partnership for Long-Term Care (CPFLTC):** Kathy is a volunteer with CPFLTC, but is most interested in JAUNT because she has a very good friend living in assisted living in the Rosewood/Hollymead area. Her friend recently became wheel-chair bound and depends on JAUNT. She is very impressed with JAUNT.

**Beth Barber, Senior Center, Inc:** Beth is the program director, so she is interested in JAUNT from the senior side. JAUNT is also in their parking lot frequently.

**Dawn Schultz, Senior Center, Inc**: Dawn is a volunteer at the Senior Center. Also she is 73 and very aware it won't be too many more years before she will need to rely on public transportation for personal trips.

**Elizabeth Swider, Care is There:** Elizabeth owns the geriatric care management company Care is There and is also the chair of Aging in Place. She works with clients who still live at home, but can no longer drive. It's when they can no longer drive that they need Care is There. JAUNT offers a way for them to continue to be independent, and their clients love JAUNT. She hopes no one underestimates the impact of JAUNT and wants to do whatever she can to be supportive of JAUNT.

**Leslie Deane, Jefferson Area Board for Aging (JABA**): Leslie is with JABA and deals with topics ranging from Alzheimer's to wheels for seniors.

Origins and destinations of clients

**Beth Barber:** The Senior Center is a big destination for her clients. They come from home to the center, sometimes with errands in between. Most of her clients are Charlottesville and Albemarle County residents. Center is open Monday and Friday from 8:30 AM – 4:30 PM, Tuesday, Wednesday, and Thursday from 8:30 AM to 8:30 PM, and Sunday from 2:00 -6:00 PM.

**Kathy Clark:** Her friends at Rosewood use JAUNT to get all over the area, like to the theater, the Senior Center, and to high school reunions, really everywhere. Her friend has an electric wheelchair, which poses some challenges for getting it on the wheelchair accessible van because of its weight.

**Pam Fisher:** Meadowcreek Day Support has clients primarily coming to and going home from the center from all the counties in Planning District Ten (Albemarle, Fluvanna, Greene, Louisa and Nelson). Some clients leave the center to go to medical appointments and to therapy during week. On weekends and evenings, clients go to church socials, movies, bowling, Special Olympics events, etc.

**Sarah Blech:** For the families Sarah works with, she has worked with Head Start and Head Start uses JAUNT. Her clients use JAUNT to get to Special Olympics, after school activities, weekends, evenings, daytime, you name it.

**Thea Blech-Culder**: Thea takes JAUNT to get to school, medical appointments, recreation, and shopping.

**Judy Snider:** Weekends at MJH are a worst case scenario. When patients are discharged, they need transportation home or sometimes to Health South and sometimes to a rehab facility. The private wheelchair accessible van services don't always operate on weekends and their rates vary significantly. The patient discharge time is noon, and she is wondering if JAUNT could arrange a scheduled bus to transport them home the way they bring multiple employees to MJH. Complicating factors are that if a patient gets on in a wheelchair or with oxygen, she has to make sure it comes back. Many of them live in Nelson, Louisa, and Orange counties, so a cab ride home would be very expensive. An ambulance brought them to MJH, and now she has to find a way to get them home.

**Lyn Van Der Sommen:** PVCC has a number of new buildings, some off-site. JAUNT needs to serve all the buildings, which it already does. However, the classes start early (8:00 AM) and end late (9:30 PM) and many students can't afford their own cars. They want to encourage the use of transit. There is a Construction Academy site on Avon Extended near Snow's which she is not sure is on the CAT line.

**Denise Smith:** Denise's clients at Golden Living Center – The Cedars use JAUNT to go to medical appointments, including dialysis, chemotherapy, and radiation.

**Leslie Deane:** JAUNT already serves JABA well. Her only concern right now is seniors who don't drive anymore who want extended hours into the evening.

**Elizabeth Swider:** Care is There works with two groups who rely on JAUNT service. The first group is elderly clients living at home or in assisted living who ride JAUNT to go everywhere (shopping, doctors appointments, church, etc.). The second group is middle-aged MS patients who live at home, often outside the City or in the outlying counties, who because of the illness can no longer drive. They need to be able to get to work and doctors appointments. The concern is that they will get stuck in their homes that they can't sell because the market is so bad without good transportation options. Some of her clients live in the outlying counties, such as Fluvanna and Louisa where the service is more limited, and she's concerned that if funding is cut, her rural clients are more vulnerable to losing service.

**Karen O'Rourke:** Karen is with the Arc of the Piedmont. They operate three adult activity centers in Charlottesville, Louisa, and Lovingston, as well as group homes in Louisa, Lovingston and five in Charlottesville. A lot of their clients use JAUNT to get to and from the day support programs. The Arc has a few aging wheelchair accessible vans, but more and more of their clients have wheelchairs. They need to use JAUNT during the day a lot to get to and from activities in Charlottesville, as well as within the rural areas.

**Jo Ann Osborne**: Jo Ann is with Region Ten CSB, and they have 10 group homes in Albemarle County and Charlottesville. Sundays are a problem, because JAUNT doesn't run early enough for the residents to get to church on-time at 9:00 or 9:30.

Overall Opinion of JAUNT and Other Suggestions for JAUNT

**Jo Ann Osborne:** For Region Ten's clients, JAUNT is the provider of choice. JAUNT is reliable and their drivers are well-trained and skilled.

**Judy Snider:** JAUNT does a great job training their staff, and the drivers are great. They are professional, courteous, know what to say, and really care about the riders.

**Sarah Blech:** The families she works with are comfortable putting their kids on JAUNT. It's really the first experience these young people have with being independent and able to get around on their own.

**Dawn Schultz:** She gets asked from time to time who can take JAUNT at the discounted fare and who has to either ride CAT or pay the higher fare to ride JAUNT because they are not disabled (within the urbanized area). Some of the seniors at the center are not disabled, but it's hard for them to take CAT. Dawn also suggested creating a fare-zone map so people can more easily determine what they would have to pay to ride.

**Judy Snider:** Judy finds that a lot of people don't know about JAUNT. She suggests more marketing at senior centers or other places with information about where JAUNT goes in the various counties. Also, those giving out JAUNT applications on a regular basis should have copies of the brochures to go over with potential riders or give out.

**Dawn Schultz:** Some people may really be to the point where they shouldn't be driving anymore, but they're too proud to ride the bus or get a disability pass.

**Jo Ann Osborne**: JAUNT has a great system for knowing where their buses are compared to other providers. You can call and they can tell you how long it'll be before the bus arrives very accurately. If her clients ever have issues, JAUNT is always very responsive.

Questions for Donna:

What are we trying to accomplish here? Is JAUNT trying to expand its services, improve the services it already has, or is there a need to cut back on service?

Does JAUNT have to compete for grants?

It's all about jobs these days. How many employers does JAUNT serve?

Final Thoughts on Needs:

JAUNT's fares are fair, particularly for those in the outlying counties. Weekends are a little pricey, but it's worth it.

Two attendees indicated they would like to see JAUNT expanded to operate on holidays.

Region 10 is seeing an increase in the use of walkers and wheelchairs, some of which take up more room, as well as bariatric patients who are heavy and wide.

If JAUNT offered service on holidays, JAUNT could require people to make their reservations two weeks in advance, so you would know well ahead of time how many buses, drivers, and other staff are needed.

**Charlottesville Area Transit (CAT)**

Date:
December 3, 2010 at 8:30 am

Attendees:
Bill Watterson CAT General Manager and JAUNT Treasurer

General Economic Trends and Anticipated Employment Areas:

Charlottesville is pretty much built out, but there is some redevelopment of vacant properties. But the general trend is growth happening in the urban ring outside the city, though that has been impacted by the recession. There are still a number of projects on the drawing board, though one of the biggest residential projects, Biscuit Run, has fallen through because of a deal to turn it into a state park. Biscuit Run was a good example of cooperative planning between City and County.

Martha Jefferson Hospital is relocating to Pantops, which will be a big deal for JAUNT. The hospital's new location is not advantageous from a transportation provision standpoint; the best JAUNT can hope for is to have some opportunity to influence physical setting, but that ship may have already sailed. Bill doesn't know if JAUNT was able to influence that or not. It is likely that doctors' offices will move there, too. JAUNT will have to change a number of its commuter routes.

Bill indicated he doesn't have a good perspective outside Albemarle County. He added that the relationship is interesting, because JAUNT is ADA provider for CAT and has routes that come from outlying counties into city. The establishment of a Regional Transit Authority (RTA) has been contemplated, but most expansive boundary at start-up would likely be the City plus the County, and JAUNT goes well beyond that.

Relationship between JAUNT and CAT:

With regard to ADA paratransit service, Bill indicated that CAT passes through federal assistance to JAUNT and pays the local match, but there is no written contract.

Bill's impression is that JAUNT gets more County funding than CAT does. The County is very affluent, but the tax rates are rural. The County is relatively more fiscally conservative. There was a lot of discussion a few years ago about regional transit. At a joint meeting in early 2007, City and County leaders called for a more ambitious and expansive regional transit scenario, but ever since then, the leaders have been backing off that concept.

CAT Fixed Route Services in Albemarle County:

In the US 29 corridor, Albemarle Place will be in the only quadrant that's in the County, rather than the City, and will be a major destination. CAT's elected officials haven't been sending very clear messages on what they want CAT to do in relating to County. For example, the County doesn't pay anything for Route 7, which goes to Fashion Square Mall. It is probably possible to modify an existing CAT route to serve Albemarle Place, but ideally there would be a funding partnership with the County to do that.

Further up the corridor, the Hollymead development has come on-line. Nothing more has been done than talking about how to serve it with transit. There is only one fully County-funded route (Route 5) in corridor, which runs between Barracks Road and Walmart/Sams Club near Fashion Square Mall. Bill suspects there's marginally more JAUNT activity in corridor because JAUNT is the only agency really serving it.

Three CAT routes are classified as County routes and one is shared between the City and County:

- The local match for Route 5 is fully funded by the County, even though it kisses the City at Barracks Road Shopping Center.
- Route 10 also County funded. It goes to Pantops, and is very circuitous and challenging. It goes into downtown, and he suspects there is an extensive amount of City ridership that goes to County destinations.
- Route 24 is the night version of Route 10 which goes to Wilton Farms at bottom of hill, but not to the new Martha Jefferson Hospital and the top of hill because it was already in place before development really started on the hill. Because night routes have low ridership, the County extending it is probably a long-shot.
- Route 2B is the only shared route (50/50) and it goes out to the County office building on 5th Street Extended south of I-64. When the County relocated several social services functions to it, it moved a key transit destination from the City to the County where there was no CAT service. So, CAT created a route with a partnership agreement between the City and County, which was a win-win. There are other examples of social services moving out into the County, like the Social Security office moving out to Pantops and the Workforce Center now on Hydraulic Road. These changes have had implications for JAUNT.

CAT has County routes that have a City component and City routes that have a County component. Bill added that the City is funding much more service than goes into the County than vice versa.

Transit Needs of Constituents:

Bill's impression is that the UVA complex is probably biggest destination for JAUNT in the City. He thought Martha Jefferson is probably also one of JAUNT's top five destinations, so its move has to be a big deal for JAUNT.

Days and Span:

With regard to ADA paratransit service, JAUNT is high performing, so the City stays happy. The challenge is getting County leaders to understand the need to provide money to get more transit service.

Constituents' Opinions of Existing Transit Services:

JAUNT passengers are satisfied, so Bill is satisfied. He also likes being able to coordinate the paratransit service on a handshake. JAUNT does good job of explaining requests and presenting opportunities for funding to the Board.

Service between or to Additional Outlying Counties:

Bill understands some have expressed an interest in JAUNT going to Richmond, and thinks there may be some potential for that service. He noted there is a significant transportation connection between Waynesboro and Charlottesville that may also have potential for JAUNT service. Waynesboro is now a bedroom community of Charlottesville, with people coming into Charlottesville and Albemarle County because that's where the jobs are.

Service Structure:

JAUNT operates that right model given its service area. He thinks that if the urbanized area were to become more fully served by CAT, then there would be potential for creating more transfer points between CAT and JAUNT. However, right now CAT service is not robust enough. Passengers would be very unhappy if JAUNT forced transfers to CAT.

Coordination between JAUNT and Other Transit Agencies:

The main coordination with UTS seems to be JAUNT delivering passengers directly to the UVA hospital which is served by UTS (and CAT). His impression is that coordination with UTS is more by default and seems to work fine, and that the relationship between UTS and JAUNT is good.

Other Unmet Needs:

In near future, if the dialogue on regional transit continues, the state's permission and voter approval would be required to ramp up rapidly with more regionally oriented routes and more equipment. The less expensive and quicker option would be to do more of the kind of routes JAUNT operates.

Prioritizing Coverage and Frequency:

As transit rider, Bill's perspective is the region would be better served with more frequent service in strategic corridors. However, if JAUNT's funding partners want to do it another way, he has to respect that.

Three Things JAUNT Does Very Well:

- Very flexible in changing circumstances
- Very good at keeping stakeholders informed
- Does good job of assessing how well they're doing

Three things JAUNT Struggles with:

- There's always room for improvement, but fundamentally doing a very good job
- Wishes there was better understanding that JAUNT ADA service is for CAT. There is some confusion about who does what.
- JAUNT is on the edge of being built-out at their facility. Right now, it is hard for the buses to get in and out of facility, but JAUNT is working to address that with the purchase of adjacent

property. Bill offered that it may make sense to have base of operations at a different location at some point in the future.

Specific Outcome Would Like to See:

Bill would like JAUNT to be able to articulate clearly to DRPT the assets that need to be acquired to maintain and/or expand service, including vehicles and facilities.

**Commonwealth Regional Council**

Date:
December 2, 2010 at 10:00 am

Attendees:

Melody Foster
Mary Hickman
One Mill Street, Suite 101
Farmville, VA 23901
Website: www.virginiaheartland.org

Mary and Melody recommend talking to Buckingham County directly for more input.

The PDC has interacted with JAUNT on the Coordinated Human Service Mobility Plan. The PDC receives funds from VDOT and a technical committee meets regularly. JAUNT participates when transit is discussed. The PDC works more with JAUNT than any other transit provider in their region.

The region is facing major economic issues. Forestry/mining and government jobs are the main sectors of employment. There is a large percentage of out-commuting, mainly to Charlottesville, Richmond and Lynchburg. In time, the growth in Fluvanna County may spill over to Buckingham County, resulting in an increase in housing.

The Comprehensive Plan for Buckingham County was completed in 2008. Dillwyn is the only incorporated area in Buckingham County. Downtown revitalization for this area was a priority and more transit could support this goal. People were supportive of public transit. There is potential for another bus stop in the Town of Dillwyn. Other village centers are identified in the plan. Glenmore, where JAUNT previously had a stop, is no longer considered a village center.

There is potential for better integration with other transit providers in the region, namely Farmville Area Bus, as well as Piedmont Area Transit which is part of the Blackstone Area Bus System (BABS). Regionally, it is better to increase the service area rather than frequency, to give more people access to more destinations. However, Buckingham County could have a different perspective.

Three Things JAUNT Does Very Well:

- JAUNT works well with the Buckingham County Board and the PDC, asking for input and trying to expand to meet needs.
- JAUNT has a great reputation in the local media. One news item talked about how JAUNT went the extra mile to ensure a resident had transportation to work when the route was changed.

Specific Outcome Would Like to See:

The most important achievement of the TDP would be better connections with other systems in the Commonwealth region.

**Thomas Jefferson Planning District Commission**

Date:
December 3, 2010 at 3:00 pm

Attendees:
Steve Williams Executive Director

401 E. Water Street
Charlottesville, VA 22902

Other Points of Contact:

Sarah Eissler
Will Cockrell

TJPDC is the MPO and the Regional Planning Commission.

Greene County has steady sustained growth. There is little growth in Nelson County. The fastest growing counties in the short and long term are Louisa and Fluvanna Counties, where the population is expected to double in 20 years. Albemarle County's growth is not as rapid in rate, but in absolute numbers its growth will be significant.

Future growth will not impact JAUNT significantly because the riders are too dispersed. He believes fixed route services will be provided along Route 29, though perhaps not during the six year planning period of the TDP. There is a plan to establish a Regional Transit Authority (RTA) which will be fully developed in 20-30 years. There is funding for developing the operating/implementation plan which will take two years, then two to four years will be required to accomplish that plan. The organizational model proposed is to fold JAUNT in, but since it is so different than CAT, Steve thinks this will not be possible without a reorganization of JAUNT. So, a contractual relationship like what currently exists will probably work.

Steve's impression is that the major outlying subdivisions and areas of Albemarle County do not get as much service as outlying counties like Louisa, Fluvanna, and Nelson County, perhaps because Albemarle County doesn't provide as much funding. From his perspective, it seems like JAUNT isn't providing as much service to Crozet, the Village of Rivanna development area, and, to a lesser extent, the Route 29 corridor particularly considering the size of the population in those areas. The days and times of service seem adequate. Everyone says positive things about JAUNT. Some people want JAUNT to provide fixed routes on a standard schedule. They would prefer to choose the convenience of a scheduled route and just go to the bus stop, rather than have to plan and call ahead. This may be due to the fuzziness about the mission of JAUNT.

In the long-term (20 to 30 years), he anticipates that Zion Crossroads will grow rapidly and eventually be as big as the City of Charlottesville (population of 35,000 to 40,000). As Zion Crossroads really starts to develop, there with be more commercial and service industry land uses, and he wouldn't be surprised if JAUNT is asked to provide more service into it. However, that's probably well beyond the six-year time period of this TDP. Eventually the region may have two "hubs" (Charlottesville and Zion Crossroads). He

could envision demand to Zion Crossroads from Lake Monticello, Palmyra, Louisa, Mineral, and eastern Albemarle County in the longer-term.

Waynesboro could be good origin point to add to JAUNT's service area. Waynesboro city officials have shown interest in JAUNT service. Also, Afton in Nelson County (Nelson/Albemarle line) is an interesting community, with a growing, but dispersed, artsy, wine, beer, tourism economy. Housing developments in Afton may increase significantly once the economy recovers.

JAUNT's service model seems to be the only realistic option for the region. Steve noted that he used to work for a rural transit provider covering six counties in western Iowa near Carroll. The agency had great success by taking the approach of capturing all the human service agency trips that were previously provided by all the human service agencies and stitching together a rural fixed route system with more service at a lower cost. TRB did a case study on it in the late 1990s as a rural transit provider success story.

JAUNT and CAT seem to get along very well. There doesn't appear to be much overlap between JAUNT and UTS. His impression is that the only less than positive relationship is with Greene County Transit. Steve's impression is that JAUNT may be able to provide a higher level of service to Greene County than is currently provided by Greene County Transit.

TJPDC has been getting regular requests for more park and ride lots surrounding the Charlottesville area. A challenge to developing park and ride lots has been working out insurance questions between the local governments, property owners, and VDOT. Once that gets figured out, he thinks the region will see the development of a lot of formal park and ride lots on major corridors with JAUNT serving them with commuter routes. When the region eventually moves forward with an RTA, Steve can envision CAT having two major hubs—the existing one downtown and secondary one at Barracks Road. JAUNT could provide fixed route commuter service from park and ride lots to those two hubs. Passengers destined for downtown could walk from the downtown transit center or transfer to a CAT route or the free trolley. At Barracks Road, passengers could transfer onto a CAT or UTS bus to complete their trips.

The existing LRTP is more of a conceptual policy document, rather focusing on specific projects or modes. TJPDC is about to start a complete update of the LRTP to restructure it into a more traditional modally-oriented plan with heavier weight analysis, but it will be organized around the concepts already endorsed, such as sustainability, transportation demand management, etc. He anticipates it will be adopted in the spring of 2014.

The Rural LRTP is currently being updated. TJPDC was the first rural region to develop a Rural LRTP in 2005, but like the LRTP it was more conceptual in nature. VDOT subsequently decided that each rural region should develop a rural LRTP meeting state requirements for what is included, so that they can all be folded into the state's Surface Transportation Plan. The process has been going on for two years, and TJPDC's Rural LRTP is the first one to be rolled out. While there is some discussion of bike and pedestrian and rural transit needs, it is still primarily a roadway plan. JAUNT was engaged in the process as a representative on the Rural Tech Committee, which also includes planners from the five rural members, DRPT, and VDOT.

Other than the Coordinated Human Service Mobility Plan, TJPDC is working on updates to the transportation elements of Fluvanna County and Nelson County Comprehensive Plans. Louisa adopted their comprehensive plan last year. Charlottesville and Albemarle County will update their plans in parallel with TJPDC's plan; a kickoff is planned for April 2011.

Three Things JAUNT Does Very Well:

- JAUNT seems to be incredibly well-administered and extremely competent
- Almost never hear complaints about services or staff
- JAUNT has positive working relationships with just about everybody

Three Things JAUNT Struggles With:

- There seems to be a growing conflict between urban and rural service. He has been led to believe there is higher demand for ADA paratransit service that is making it difficult to maintain and grow service in the rural areas. Although he doesn't understand how the funding works, that doesn't make sense to Steve.

Specific Outcome Would Like to See:

- JAUNT is now oriented from outlying areas to Charlottesville, which makes sense now. Steve thinks there may be more intra-county service warranted linking secondary destinations, if not now, in the future. Ultimately, he could envision a series of hubs in the outlying counties (e.g., Zion Crossroads, Lovingston, etc.) with transit routes linking them.

**Albemarle Board of Supervisors**

Date:
December 2, 2010 at 10:00 am

Attendees:
Dennis Rooker County Supervisor and former MPO Policy Board member

General Economic Trends and Anticipated Employment Areas:

Unemployment is a growing problem. It's half the national average now, but has grown from 2% to 5%. The County's population has been growing by about 1,000 per year.

The Defense Intelligence Agency on the same road as NGIC is open, but is not fully staffed. They will add 1,000 employees in six months.

Across US 29 from NGIC is University Research Park, which is 550 acres planned for light industrial and commercial uses. He expects defense businesses to lease space in the research park, given its proximity to NGIC (and in fact, that trend has already started).

With new research facilities, UVA has the potential to add 1,400 extra students over their normal growth. With that comes the need for more employees.

Fontaine Research Park is associated with UVA, and there has been a zoning change to allow an additional 300,000 square feet.

Albemarle Place at US 29 and Hydraulic Road is supposed to break ground in six months. It is planned as an 800,000 square foot mixed-use development, including 600 housing units, a theater, and retail.

North Pointe is another planned mixed-use development approved for 500,000 square feet including 600 housing units in the northeast quadrant of Airport Road and US 29.

Hollymead Town Center area behind the Target and Kohl's is being built now. It is a mixed-use development with relatively high housing densities.

In Crozet, the Old Trail mixed-use development between Route 250 and downtown Crozet (about a mile from I-64) will have over 1,000 housing units.

Growth in all segments of the population is projected. The population is aging, with grandparents moving here to follow their children. He sees growing needs for JAUNT services for employees, seniors, and the disabled.

Transit Needs of Constituents:

The majority of his constituents that ride transit probably use CAT and UTS. However, just beyond the CAT service area, there are a lot of apartments and married student dorms, which house foreign residents and students in particular (e.g., near the Farmington Country Club). JAUNT is very active in this area, with growing ridership to/from apartments, including disabled residents. He thinks JAUNT needs to try commuter service from Crozet again.

Constituents' Opinions of Existing Transit Services:

He has heard positive comments overall.

Service Between or to Additional Outlying Counties:

Most people are coming into Charlottesville and Albemarle County, because that's where the jobs are. As employment and perhaps also senior services grow in Orange County, JAUNT may need to provide more service there.

Service Structure:

JAUNT's service model is definitely the right type given the low densities of the area.

Coordination between JAUNT and Other Transit Agencies:

Communication between JAUNT and other transit agencies is extremely good. They are able to iron out any challenges.

Other Unmet Needs:

Transit is a chicken and the egg issue. Right now, the County doesn't have the resources or the demand from constituents to provide extensive service.

Prioritizing Coverage and Frequency:

More frequent service is more important than expanded coverage. People need to be able to count on transit.

Three Things JAUNT Does Very Well:

- Provides great customer service
- Information/marketing done well
- Buses highly visible
- Good record of on-time performance

Three Things JAUNT Struggles with:

- Funding
- Competing priorities. He suspects there aren't as many people in the County letting the County Supervisors know transit is an important priority than in the City.

Specific Outcome Would Like to See:

He would like the TDP to enable JAUNT to be well funded.

**Louisa County, Community Development**

Date:
December 2, 2010 at 9:00 am

Attendees:
Jeremy Camp
David Holtzman

Website: www.louisacounty.com

There is a potential for significant increased demand for transit services in the County currently:

- The existing route could connect to the park and ride lot and residential areas in Gum Springs.
- A new destination to serve could be the Short Pump shopping center which is 15 to 20 miles from Gum Springs. Many people from Louisa County prefer to shop here rather than Charlottesville.
- An employment center that could be served better is Gordonsville. There are several commuters from Louisa and Mineral that work at Klockner Pentaplast plant. Riders could also connect to TOOT.
- Commuters to Charlottesville and Richmond are expected to increase in the six year planning period.
- There will be more jobs in the Lake Anna area in the six year planning period.
- Ferncliff business park is conceived to be a lower priced area (compared to Charlottesville) with good access from I-64.
- The stretch of Route 22 between Louisa and Mineral is currently congested and traffic volume is about 16,000 vehicles/day (annual average). A deviated fixed route (like TOOT) between the two towns could be planned as a shuttle service to serve all types of trips – commuters, shopping, services etc.
- A new age-restricted community is planned in the near-term for Mineral with 300 units.
- Countryside is a new subdivision in Louisa with about 100 units in the short term.
- The power plant which is the biggest employer in the County is planning an expansion for a third reactor. This will result in a peak of 3,500 new jobs over the 12-year construction period, 750 of which will be permanent jobs.

There is also a potential for additional origins/destinations in the County in the long-term:

- Zion Crossroads is anticipated to grow into a bustling center for living and working. Current service brings commuters originating here into Charlottesville. These numbers might grow. It will also become a destination for commuters and shoppers from other areas (20 year time-frame).

- Lake Anna is turning more into a permanent community with older folks needing access to shopping and services. There is a new subdivision of 890 units planned, with bigger retail close to the intersection of Routes 522 and 208, and smaller scale retail on the other side of the housing development.

JAUNT does a good job of communicating with the Louisa County Board of Supervisors. The Board is very supportive of JAUNT and recognizes the need of their services. Staff has a cooperative relationship with JAUNT and share information and advice. JAUNT is represented at meetings at Thomas Jefferson PDC, and on the site plan review process for Louisa County for bus access, pick up areas, and other aspects related to transit.

JAUNT does not do a good job of advertising and educating the public about their service. JAUNT needs to increase awareness of available services and to get people to try it. The County would encourage bus stops and shelters if the property owner is supportive (not sure what type of agreements JAUNT has with property owners). Better brochure graphics/maps to explain the routes and service areas would be helpful.

Frequency of JAUNT buses should be increased, especially on routes serving Louisa and Mineral. A longer term plan could also increase service to Zion Crossroads and then link Zion Crossroads to Louisa and Mineral.

As of December 2010, 17% of commuters rideshare, which is high compared to other rural counties. Expansion of the park and ride program is planned. Currently there are 27 names in the rideshare database.

Three Things JAUNT Does Very Well:

- JAUNT works well with the Board.
- JAUNT does a great job of meeting the needs of the older population. In fact, there is a misconception that JAUNT is only for seniors.
- Once people try the service, they are happy. They have polite drivers and good customer service.

Three Things JAUNT Struggles with:

- Do not communicate with/educate the public about their services as well as they could.
- Signage is lacking.

Specific Outcome Would Like to See:

Most important outcome of the TDP would be the Louisa-Mineral shuttle service.

**Wintergreen Resort, Human Resources**

Date:
December 1, 2010 at 3:00 pm

Attendees:
Mark Maynard

Currently two commuter routes serve Wintergreen employees. The Nelson County route provides demand response mostly in Lovingston and Amherst. There are about 8-9 riders currently. The Charlottesville route mainly serves International Rescue Committee (IRC) employees. IRC helps refugees from other countries, and these people usually do not have transportation, at least initially. They live around Charlottesville and are mostly picked up at the Barracks Road Shopping Center. There are about 14-15 riders currently. In addition, there are some occasional riders.

Employees served by JAUNT work the 9am-5pm shift. There are 650 employees but they work different shifts and are dispersed in different locations. Wintergreen has a shuttle service around the resort, and also runs a seasonal shuttle to Charlottesville, mainly to Walmart, to allow employees to go shopping and run errands in town.

JAUNT services were pricey in the past but they have worked with Wintergreen to make them more affordable. The agreement is renewed every fiscal year and service days/time and costs are negotiated annually. Wintergreen pays their agreed amount to Nelson County and this amount plus any additional match is transferred to JAUNT. Riders pay a fare based on their origin/destination. This year, a new service was provided 4 days a week (Mon, Tue, Fri, Sat) for a reverse commute on the JAUNT bus allowing employees to go to Charlottesville at 9 am and return around 4 pm on the afternoon bus.

Employees taking JAUNT may be transferring to CAT to go downtown or other locations (that seems logical but Mark wasn't sure). Vanpooling/ride-sharing may work for more employees than those served by JAUNT currently.

Future service suggestions: No significant changes are expected in the employee populations at Wintergreen over the next 6 years. However, demand is likely to grow in Charlottesville and shrink in Nelson County. An additional route could be considered to Waynesboro since many employees live there or in that direction. Another additional service to be considered would be to serve guests traveling from Charlottesville, especially UVA students on weekends.

The work release programs at the two area jails (Verona and Albemarle-Charlottesville Regional) have 50-70 persons each. These people usually do not have transportation. JAUNT could serve these riders.

Three Things JAUNT Does Very Well:

- On-time service
- JAUNT works to meet specific needs, such as providing an appropriately sized bus, and handling an issue with a specific driver.
- JAUNT is flexible and willing to set up an arrangement that works for Wintergreen (although there is an appropriate cost).

Three Things JAUNT Struggles with:

- There have been occasional communication lapses when a bus was late or not functioning.
- Bus schedules cannot be changed as often as needed by Wintergreen.

**International Rescue Committee**

Date:
December 2, 2010 at 9:00 am

Attendees:
Jan Tobias Job Developer

Purpose:

IRC has a contract with State Department to help refugees move from exile to safe haven in the U.S. IRC receives about 200 refugees a year in Charlottesville from all over world. The Charlottesville IRC office has been here since 1998. The office provides comprehensive services to refugees, including employment, medical, integration, and interpretive services. Many of refugees come from agricultural backgrounds, but most jobs here tend to be non-skilled, entry-level jobs requiring very little English, like housekeeping at hotels and food service. IRC is trying to do more outreach to agricultural employment, like vineyards, landscaping, nurseries, and farms using skills refugees bring with them.

Relationship with JAUNT:

CAT covers most of the area and refugees learn quickly how to use it, but it leaves a lot to be desired. JAUNT takes refugees up to Wintergreen for employment (about a dozen) to work in housekeeping, primarily at private homes rented out for vacation five days a week. The $7 round-trip fare is kind of steep for clients, although cheaper than the alternatives. JAUNTS's Mobility Manager has been great to work with, is very responsive, and really tries to find a way to arrange transportation (e.g., bus from Orange was going back empty and were able to put 3 clients on it to get to a vineyard 30 minutes away). As agricultural employment increases, there will be more need for JAUNT to serve clients.

Days and times service is needed:

JAUNT is doing a great job (better than CAT), but night shifts and Sundays are a real challenge.

Clients' opinion of existing transit services:

Clients have been pretty positive, although they wish the fares were lower.

Service between or to additional outlying counties:

Transportation to/from Augusta County and Waynesboro across the Blue Ridge Parkway would be great to open up opportunities for employment. Wintergreen employment is mostly in winter, but Shenandoah National Park's peak season is in the fall. There are employment opportunities at lodges and restaurants there (Big Meadows and Skyland). Hoping to dovetail the two seasons and have the same people work both. A dormitory is available for employees to live at the park, but they need to be able to come back into Charlottesville a couple of times a week to shop and see their families. National park is outside the JAUNT service area, so still negotiating how to do that, either JAUNT going all the way or meeting transportation from the park halfway in Ruckersville. If successful in developing agricultural jobs, such as in Nelson and Albemarle, JAUNT is IRC's first option when trying to figure out transportation.

Other unmet needs:

CAT buses don't go quite far enough, such as to the Boars Head Inn and Farmington Country Club to the west, US 29 north of Walmart/Sam's Club to Hollymead to the north, Barracks West apartments to the northwest; in Pantops area, CAT goes as far as Martha Jefferson but employees are at Comfort Inn and Keswick hotels to the east.

Three things JAUNT does very well:

- JAUNT (Peter) has been very responsive to IRC's requests for assistance.
- They do their best to keep the fares affordable.
- They serve community very well.

Three things JAUNT struggles with:

- Hard to come up with vehicles and drivers to meet needs.
- Clients need Sunday service, but JAUNT feels will have a hard time finding drivers who will work on Sundays.
- Always a struggle to keep fares within reason.

Specific outcome would like to see:

If JAUNT had a stronger funding base as an outcome of TDP, would be easier to keep fares down and to provide more drivers and vehicles to meet IRC's needs.

# APPENDIX E:

# JAUNT TITLE VI DOCUMENTATION

## TITLE VI NOTICE

JAUNT, Inc., as a recipient of Federal financial assistance under the Urban Mass Transportation Act of 1964, as amended, is subject to the nondiscrimination requirements of Title VI of the Civil Rights Act of 1964.

Title VI states that "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Regarding transportation programs, the objectives are:

- To ensure that Federal Transit Administration (FTA) -assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin;
- To ensure that the level and quality of FTA-assisted transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin;
- To ensure that opportunities to participate in the transit planning and decision-making processes are provided to persons without regard to race, color, or national origin;
- To ensure that decisions on the location of transit services and facilities are made without regard to race, color, or national origin; and
- To ensure that corrective and remedial action is taken by all applicants and recipients of FTA financial assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

JAUNT, Inc. annually updates its Title VI information, and this information is available to the public upon request.

Complaints

Any person who believes that he or she, individually, or as a member of any specific class of persons, has been subjected to discrimination on the basis of race, color, or national origin may file a written complaint with FTA of the Secretary of Transportation. A complaint must be filed within 180 days after the date of the alleged discrimination, unless the time for filing is extended by the Secretary. Complaints should be filed with the Executive Director of JAUNT.

In those cases where the complainant is dissatisfied with the resolution, the same complaint may be submitted to FTA of the Secretary for investigation. Complainants may submit written complaints to the Office of Civil Rights, Federal Transit Administration, 400 Seventh Street, S.W., Washington, D.C. 20590.

## FTA Section 5311 Application
## TITLE VI INFORMATION UPDATE

TITLE VI INFORMATION

All 49 USC § 5311 recipients must respond to and submit the following general information:

1. List of any active lawsuits of complaints naming the applicant, which alleged discrimination on the basis of race, color, or national origin with respect to service or other transit benefits. The list should include: the date the lawsuit or complaint was filed; a summary of the allegation; and the status of the lawsuit or complaint, including whether the parties to a lawsuit have entered into a consent decree. If none, so state.

   Response:

   None

2. A description of all pending applications for financial assistance and all financial assistance currently provided by other Federal agencies. If none, so state.

   Response:

   None

3. A summary of all civil rights compliance review activities conducted in the last three years. The summary should include: the purpose or reason for the review; the name of the agency or organization that performed the review; a summary of the findings and recommendations of the review; and a report on the status and/or disposition of such findings and recommendations. If none, so state.

   Response:

   None

# APPENDIX F:

# LAND USE PLAN SUMMARIES

# 2007 CITY OF CHARLOTTESVILLE COMPREHENSIVE PLAN

In 2007, the City of Charlottesville adopted the 2025 City of Charlottesville Comprehensive Plan (CCCP). The overall purpose of the CCCP was to "provide realistic guidelines for future development and neighborhood stability." The Plan was to serve as a guide for the government and neighborhoods of Charlottesville in making decisions about land use and urban development related matters. The CCCP was to coordinate public and private development with present and future policies through zoning, capital improvement programs, code enforcement and other means.

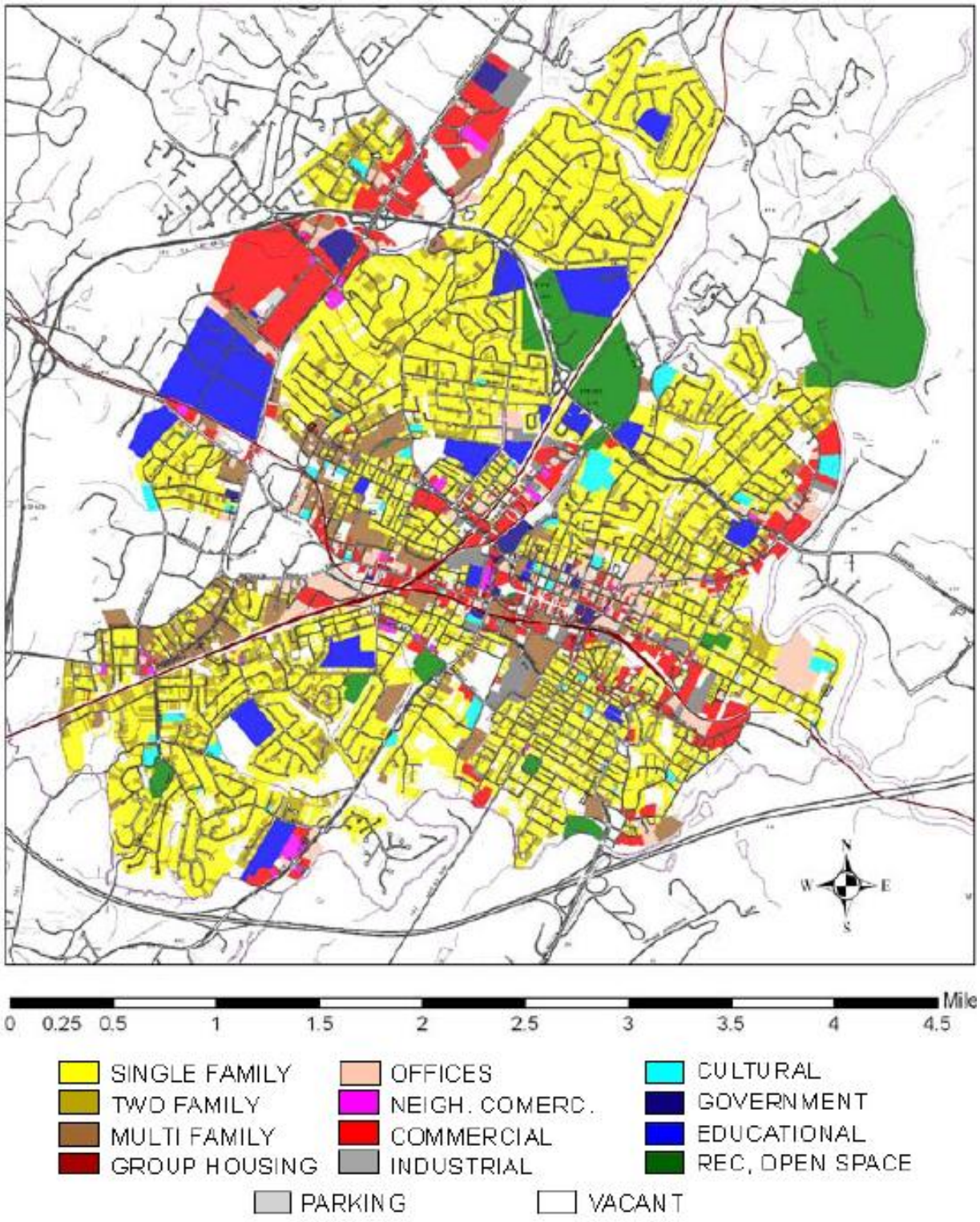
A major focus of the CCCP was on transportation-related issues: focus on reducing the number of single-occupancy vehicles, increasing regional access to transit for county-city travel, establishing a Regional Transit Authority, transit improvements in Albemarle County, identifying park and ride locations, and transit service expansion that would result in increased transit ridership.

The CCCP included the existing and future land use maps that provided insight in regards to both existing and future transit demand in the area currently served by JAUNT and Charlottesville Area Transit (CAT). These maps are shown in Figures 1 and 2. The future land use map was developed using the existing land use map as the starting point, by making judgments as to where future growth is likely to occur and by identifying specific areas where growth should be encouraged.

In general, the City of Charlottesville intended to continue to support its existing land use policy of incorporating mixed-use developments wherever possible. In Charlottesville, these districts can include primarily residential and commercial mix of land uses or commercial and industrial. As shown in Figure 2, the future land use map intends to incorporate the increased focus on mixed-use land use district in the City of Charlottesville. The map is a graphic illustration of Charlottesville's future land use policies aimed at:

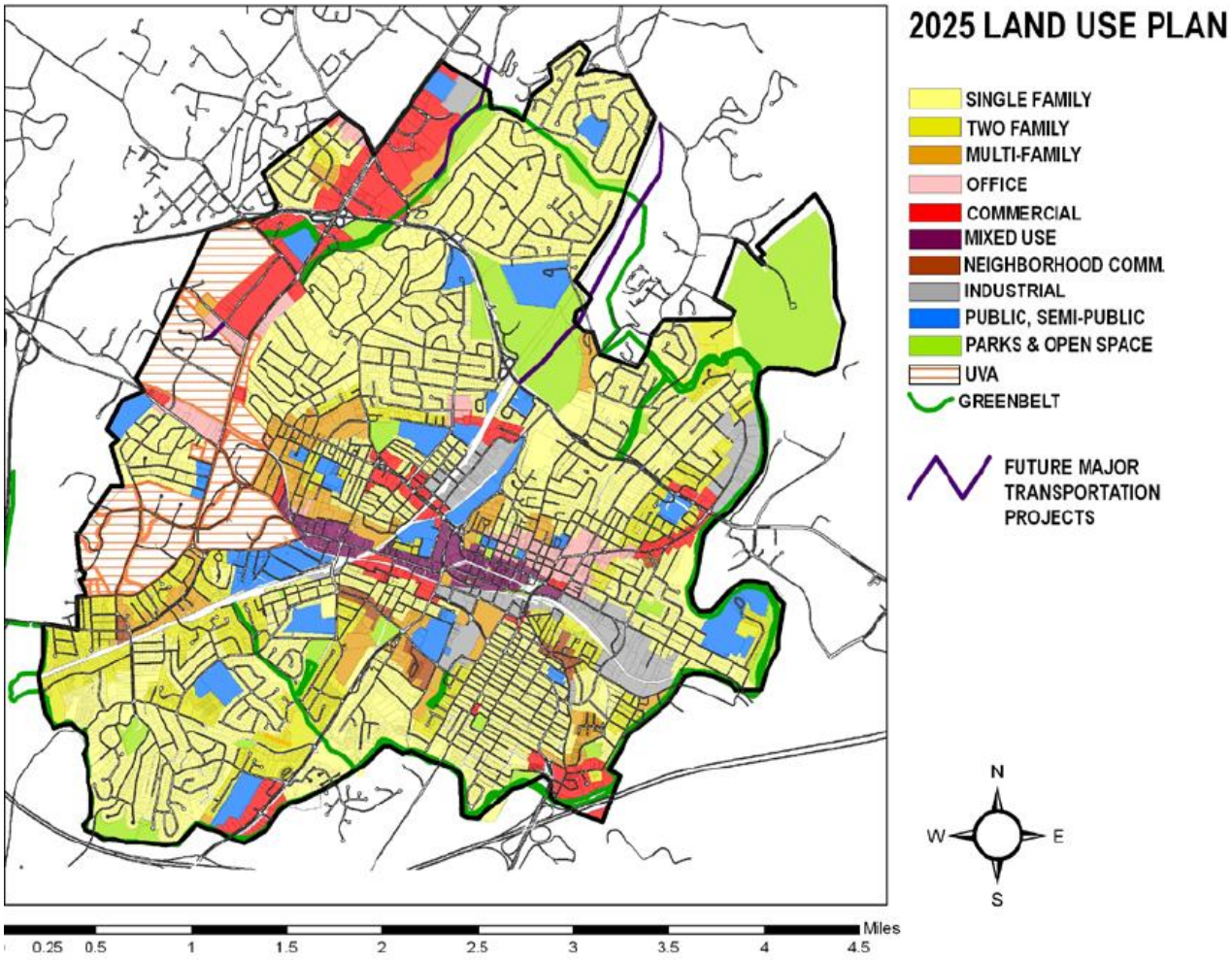
- Reducing reliance on motor vehicles (particularly by promoting transit-oriented development),
- Reducing activities encroaching upon nature,
- Eliminating environmental burdens and pollution, especially in minority neighborhoods,
- Creating livable neighborhoods (particularly by maintaining higher density zoning along corridors to induce transit demand), and
- Creating jobs and economic development opportunities (particularly through mixed-use redevelopment).

**Figure 1: Existing Land Uses in the City of Charlottesville**




Source: City of Charlottesville Comprehensive Plan

**Figure 2: Proposed Land Uses in the City of Charlottesville**




Source: City of Charlottesville Comprehensive Plan

The CCCP included land use and zoning changes' recommendations in specific areas and corridors of Charlottesville. Overall, when the existing and future land use maps are compared to each other, the following differences can be noted:

- Much more pronounced focus on mixed-use development, with a very pronounced major west-east mixed-use corridor stretching from the University of Virginia (UVA) to downtown Charlottesville along Ivy Road, University Avenue, and West Main Street,
- More refined commercial nodes located in various parts of the city,
- Extended multi-family zoning, particularly in areas around downtown Charlottesville,
- Increase in land allocated for public open spaces, including a protective greenbelt encircling the city, and
- Increase in the UVA-controlled land use areas in western and northwestern part of the city.

All of the above land use changes are great news for transit in the area, since they would result in increased transit demand as a direct response to these changes (i.e. the policy encouraging transit-oriented development) or indirect response (i.e. commercial nodes that could encourage more transit trips to work). However, because JAUNT's service in Charlottesville is primarily ADA paratransit and the little-used LINK feeder service, these changes will have little effect on JAUNT's operations.

## 2006 LOUISA COUNTY COMPREHENSIVE PLAN

In 2006, Louisa County adopted the County Comprehensive Plan (LCCP). The overall purpose of the LCCP was to use the concept of "growth management" to determine the amount, type, and rate of growth and to channel it to specific desirable and designated areas. According to the Plan, future growth management in Louisa County will be aimed at:

- Directing growth to areas within the County where adequate public services can be provided,
- Increasing the efficiency of Louisa County government, and
- Preserving and protecting the rural character of the County.

The LCCP placed a lot of focus on implementation strategies that would result in preserving the rural character of the County while encouraging economic growth in certain areas. Additionally, several distinct types of growth areas were identified, such as transit supportive Mixed-use Development Areas. Designated growth areas and their associated growth area types include:

- Gordonsville
  - Mixed-use Development Area
  - Urban Town Center
- Boswells Tavern
  - Village
- Zion Crossroads
  - Mixed-use Development Area
  - Community
  - Commercial Development Area)
- Ferncliff
  - Mixed-Use Development Area
  - Residential Development Area
- Shannon Hill
  - Mixed-use Development Area
  - Residential Development Area
- Gum Springs
  - Mixed-use Development Area
  - Community
  - Commercial Development Area
- Town of Louisa
  - Mixed-use Development Area
  - Urban Town Center

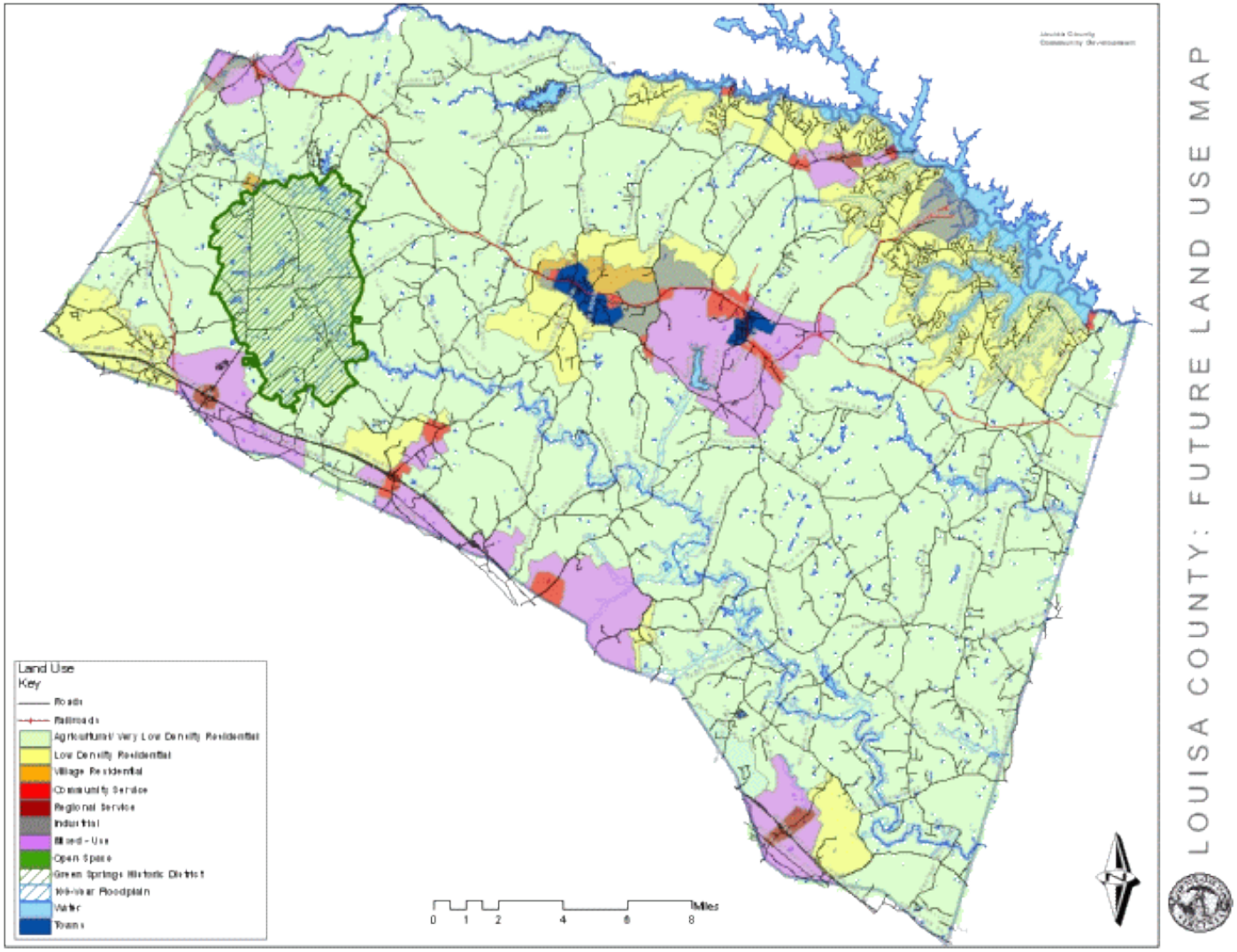
- Town of Mineral
    - Mixed-use Development Area
    - Urban Town Center
- Lake Anna (including Wares Crossroads)
    - Mixed-use Development Area
    - Community

The LCCP included the description of existing land uses and a map showing future land uses. The future land use map in Louisa County is shown in Figure 3. The future land use map was developed with the goals of the LCCP as the underlying driver of future land use changes.

Louisa County is currently served by JAUNT, with an existing commuter service from the Town of Mineral to the City of Charlottesville, with intermediate stops in Louisa, Trevilians, and the Park and Ride facility in Zion Crossroads. Transit-related Louisa County needs and recommendations incorporated into the LCCP from the Thomas Jefferson Rural Area Transportation Study Year 2015 include:

- Short-term: Route service to Richmond.
- Long-term: Feeder service that brings residents to a trunk route on I-64 going to both Richmond and Charlottesville, with departures every half hour.
- The multi-generational center proposed in the Town of Louisa will create an increased need for JAUNT services as the senior program expands from 3 to 5 days with expanded hours.
- Feeder service from the northeast and southeast sections of the County to the Town of Louisa is needed, and Gordonsville is becoming a destination for intra-county JAUNT service.
- Increased shuttle bus service and, by 2015, express buses on I-64 would be beneficial.
- Additional park and ride lots, in addition to expanding the Route 15 lot at Zion Crossroads and the Route 522/64 lot. Potential park and ride locations: Town of Louisa, Route 33 west of Louisa near Trevilians, Route 208 at Ferncliff, Route 605 at Route 205.

**Figure 3: Proposed Land Uses in Louisa County**




Source: Louisa County Comprehensive Plan

# 2009 FLUVANNA COUNTY COMPREHENSIVE PLAN

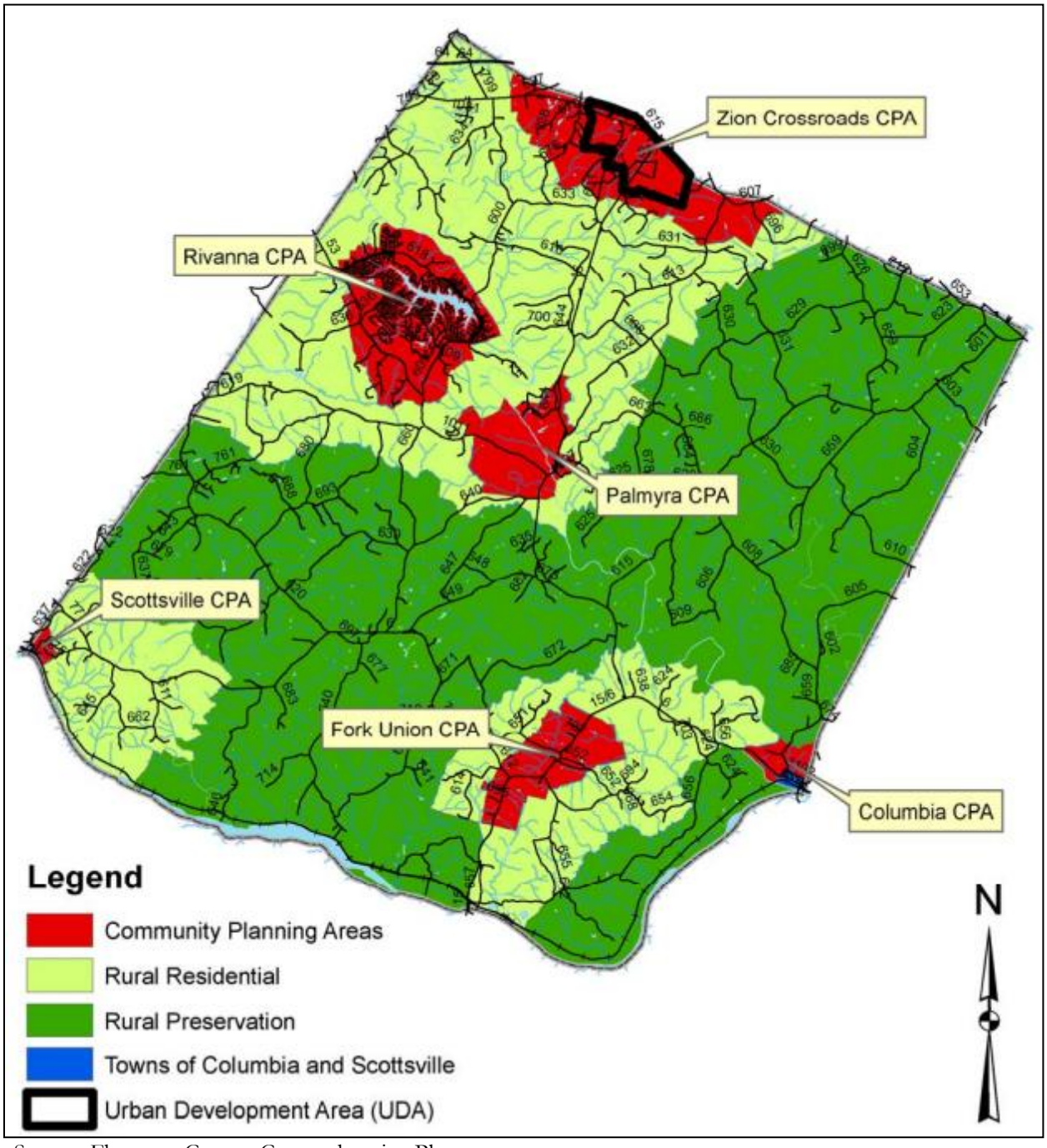
In 2009, Fluvanna County adopted the County Comprehensive Plan (FCCP). The overall purpose of the FCCP was to serve as "a guide to the future growth and development of the county." The FCCP recognized the linkage between land use and the quality of life, particularly through land-use planning decisions that include the direction of residential and commercial/industrial growth as well as protection of natural resources. The Plan's vision of Fluvanna County in the future year 2029 envisioned the "most livable and sustainable county in the country." The county's future land use development would include responsible, well-planned, compact development that efficiently utilized green infrastructure, and created interconnected, walkable, and fiscally sustainable communities that employed the latest in environmental controls.

The FCCP included the description of existing land uses and a map showing projected land uses in the County. The future land use map in Louisa County is shown in Figure 4. At present, Fluvanna County is mostly rural in character, with a few scattered industrial uses and dispersed residential development with clusters of it around main transportation routes. Commercial and industrial growth has been centered in Lake Monticello (mostly commercial in nature) and Zion Crossroads (industrial/commercial mix of uses), while residential growth has included the communities of Fork Union, Bremo Bluff, Palmyra, and Lake Monticello, along with the towns of Columbia and Scottsville.

In the future, the majority of land in Fluvanna County will remain preserved or be rural residential in nature. Designated community planning areas, as identified in Figure 4, will experience most of the channeled countywide growth: Lake Monticello (Rivanna), Palmyra, Zion Crossroads, Fork Union, and Columbia. Zion Crossroads was designated as the sole urban development area in the County, targeted as a regional employment center and for primarily mixed-use, mixed-income development. The other community planning areas in the County were envisioned as mostly residential in character with a healthy balance of neighborhood mixed land uses introduced in the future in Rivanna, neo-traditional development (New Urbanism) in Palmyra and Fork Union, possible future commuter rail stop to Richmond in Columbia, and smaller village-like clusters of mixed land uses in the remaining planning areas.

The FCCP noted that Fluvanna County has chosen to channel its growth and "manage it in such a way that it strengthens and diversifies the overall community, and protects areas identified for preservation." To that end, land use policies that result in a healthy mix of land uses with a balanced mixture of business and residential uses will be the preferred form of development in the County. Designated mixed-use growth areas and clustered residential development in Fluvanna County are the types of land uses that are transit-supportive in general.

**Figure 4: Proposed Land Uses in Fluvanna County**




Source: Fluvanna County Comprehensive Plan

The FCCP also mentioned the Northwest Fluvanna / Southwest Louisa Multimodal Corridor Study, prepared by the Thomas Jefferson Planning District Commission and Renaissance Planning Group that set out a list of possible transportation improvements, including the following transit improvements:

- Local circulator shuttle at Lake Monticello,
- Local circulator shuttle at Zion Crossroads, and
- Express commuter bus service from Zion Crossroads to Charlottesville along I-64.

The FCCP also mentioned that the three community plans prepared by the County and the Thomas Jefferson Planning District Commission - Lake Monticello (Rivanna), Palmyra, and Fork Union - made recommendations for transportation improvements. They included the following transit-related enhancement recommendations:

- Lake Monticello:
    - Establish a formal park-and-ride lot at Effort Baptist Church or at the Lake Monticello Clubhouse
    - Consider establishing semi-fixed JAUNT transit target stops at key shopping-center parking lots (and possibly within the Lake gates)
- Palmyra:
    - Increase alternative transportation options by improving bus service (JAUNT), including creating transit target stops in the Village
    - Encourage greater participation in RideShare and construct visible and accessible park-and-ride locations

## 2008 BUCKINGHAM COUNTY COMPREHENSIVE PLAN

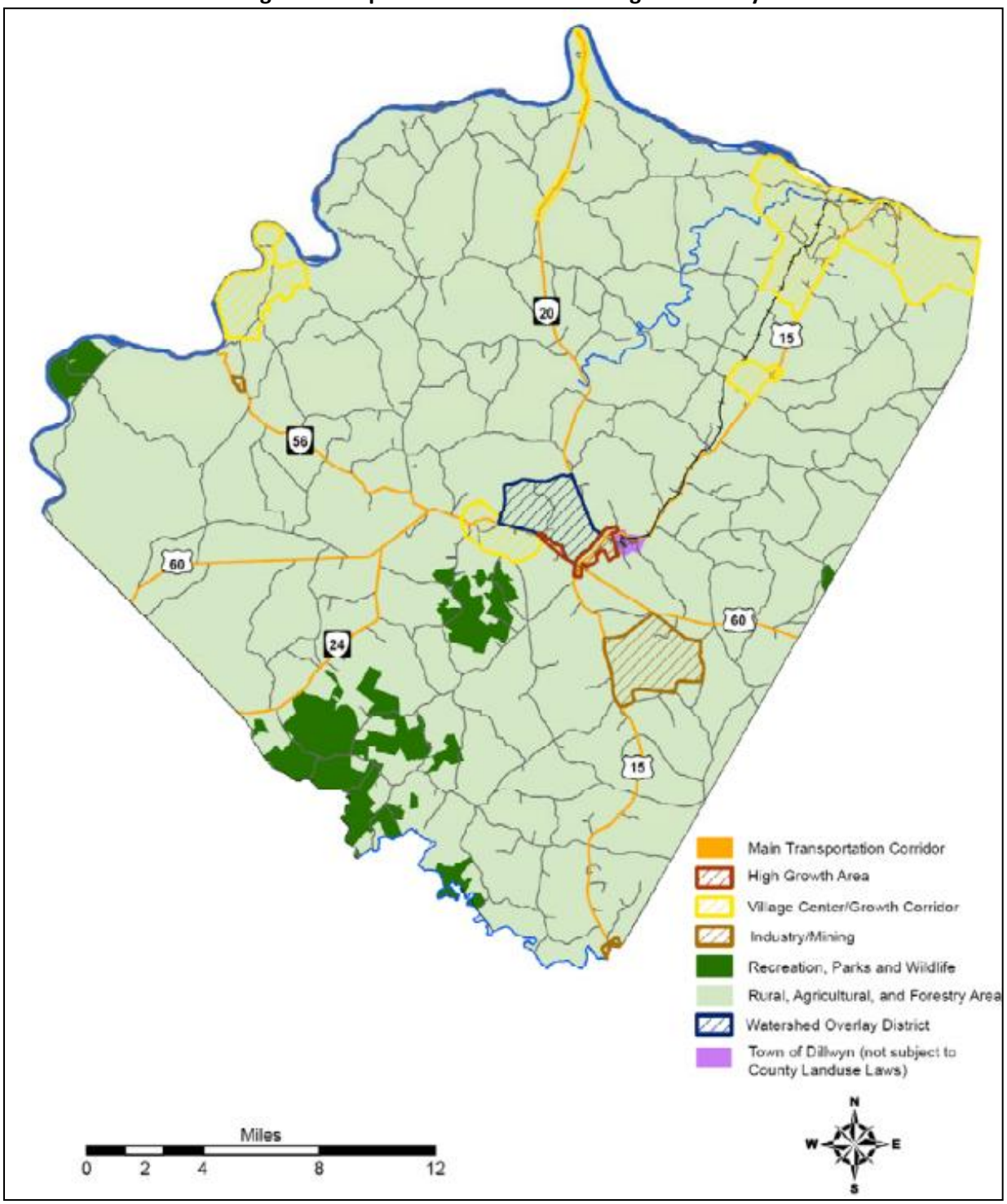
In 2008, Buckingham County adopted the County Comprehensive Plan (BCCP). The BCCP provided an assessment of Buckingham County and its resources, people, finances, natural features, housing and public facilities. Additionally, it assessed the needs in these areas and presented a strategy to manage the available resources effectively to satisfy the identified needs. The Plan was "not a fixed blueprint for future development, but rather a guide in the decision making."

The intent and vision in the BCCP was that that future development in the County should occur in an overall pattern that is "generally compact, with new development focused mainly on existing settlements, with large amounts of land continuing in agricultural and forestall uses."

The BCCP included the description of existing land uses and a map showing future land uses. The future land use map in Buckingham County is shown in Figure 5. At present, Buckingham County is mostly rural in character, with sparsely developed residential areas and community businesses interspersed in a gently rolling, central piedmont landscape. The town of Dillwyn is the only incorporated town located within the Buckingham County. The future land use plan looked into ways to balance new growth and

development, while maintaining rural character and viability. The guiding principle to achieve this balance would be to concentrate growth in specific areas, known as village center areas.

**Figure 5: Proposed Land Uses in Buckingham County**




Source: Buckingham County Comprehensive Plan

1. Three types of village center areas were defined: High Growth Village Center Development Area – land within a designated area where public utilities are available.
2. Village Center Development Areas – places where patterns of new development should be consistent with traditional neighborhood development patterns, with residential and limited business development. Village Center Corridors/Major Road Corridors – corridors expected to be gradually developed with a range of business and residential uses, while retaining a significant amount of agricultural and forestry uses.

The BCCP identifies the Sprouses Corner-Dillwyn Village Center as the County's high growth village center development area. In this area, the BCCP calls for clustering development to establish the foundation for a growth management strategy for Buckingham. This area is generally appropriate for residential, business and limited industrial development of medium and higher density, in concert with available public utilities.

Several areas within the County have been as designated growth areas known as Village Center Development Areas. Encouraging development in such specifically designated areas can limit sprawling and low density development throughout the rural areas. These growth areas are ideal locations for planned unit developments (PUDs) and other forms of master planning. The Village Center areas were identified as:

- Arvonia-New Canton Village Center, located along the James River surrounding U.S. Route 15 near its entrance into the County from Fluvanna County
- Buckingham Court House Village Center, which lies on U.S. Route 60 and includes many of the County's historic resources
- Gold Hill Village Center, centered six to eight miles northeast of the Town of Dillwyn, adjacent to U.S. Route 15
- Yogaville Village Center, located along the James River surrounding Route 604 near its entrance into the County from Nelson County

Centenary Village Center Corridor was designated as a Village Center Corridor/Major Road Corridor, and is located on Route 20, approximately five to six miles from Scottsville in neighboring Albemarle County. The overall County intent for the corridor will be to manage development that occur along this major road corridor so as to protect the capacity of the road to carry traffic, the safety of the motorists using the corridor, and the visual quality of the corridor.

Notably, one of the objectives of the BCCP was to encourage development patterns promoting and encouraging multimodal transportation, thereby reducing pollution, traffic congestion and energy consumption. The strategies aimed at supporting that objective included reducing trip generation by encouraging mixed use developments in Village Centers, along with encouraging the provision of demand responsive public transportation services.

## 2002 NELSON COUNTY COMPREHENSIVE PLAN

In 2002, Nelson County adopted the County Comprehensive Plan (NCCP). The NCCP's goal was to serve as "a blueprint for how Nelson County will deal with change, and how it will grow." The land use element of the NCCP was based on two principles:

1. New growth should be targeted to designated development areas following the guidelines included for each development model to discourage uncontrolled sprawl.
2. Maintaining the rural character and ensuring the protection of current and future agricultural and forested land are essential to preserving the County's character.

These principles are to be achieved through identifying designated development areas and by describing the five development models appropriate for these designated development areas:

1. Rural Small Town Development Model: a well defined center of activity that includes residential and small scale commercial uses as well as places for civic and public use.
2. Rural Village Development Model: a center of rural activity that includes single-family homes and other small scale uses.
3. Neighborhood Mixed Use Development Model: a central gathering place able to fulfill the diverse needs and interests of nearby residents and visitors
4. Mixed Commercial Development Model: a commercial center offering regional shopping and county-wide services as well as multi-family housing
5. Light Industrial Development Model: combines industrial uses and an activity center of residences, shops, and amenities that support the nearby industries.

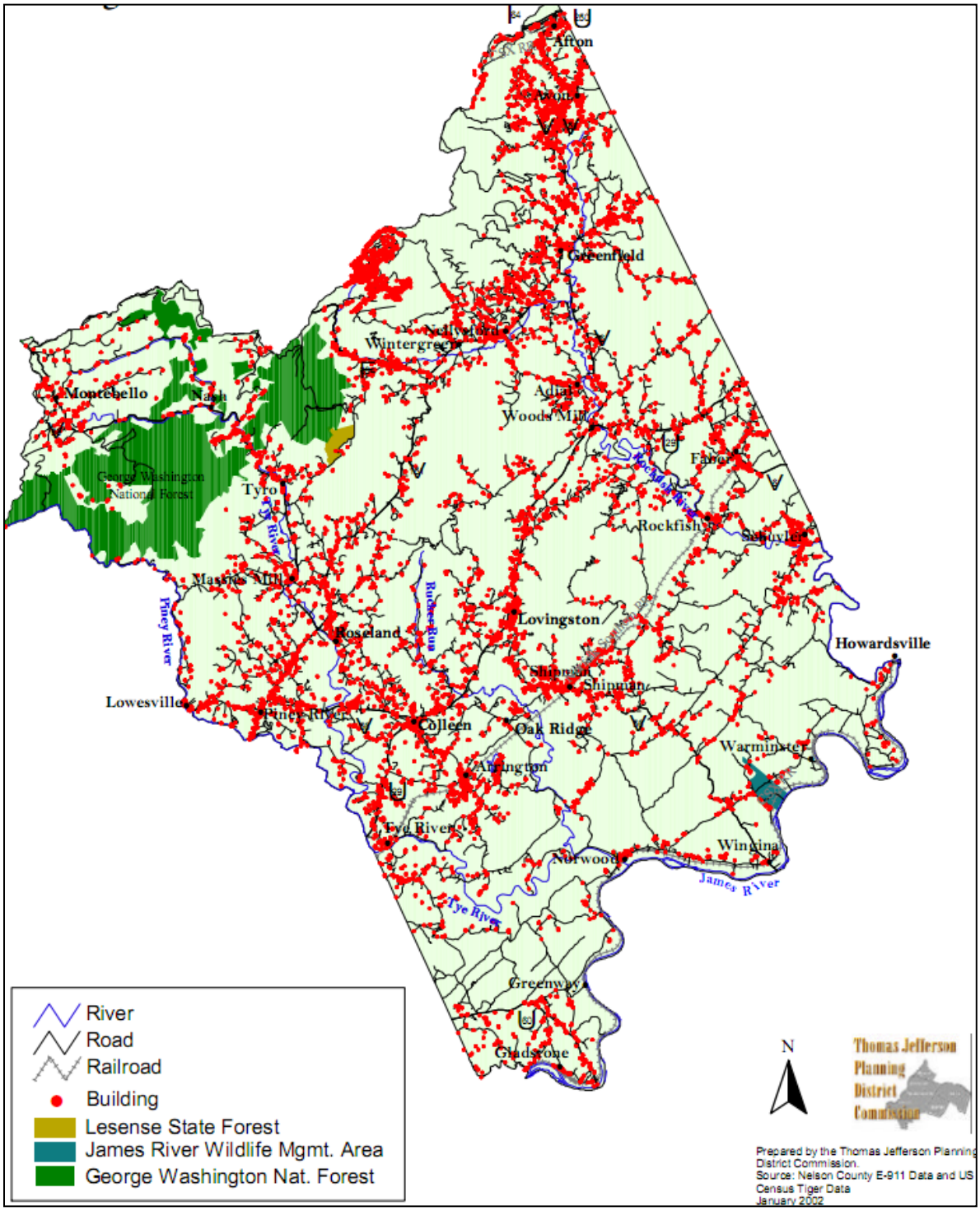
The NCCP acknowledged the importance of the link between transportation and land use planning, and the importance JAUNT services have played in providing mobility options to the area's residents.

The NCCP included the description of existing and future land uses and maps showing existing and proposed future land uses. The existing and future land use maps in Nelson County are shown in Figure 6 and Figure 7, respectively. At present, Nelson County is still largely rural in character with a mix of industrial and service industry in the mix. In terms of future land uses, the NCCP utilized the five development models described above to identify the approximate locations for each of the development models. The NCCP recommended the following development models in the specific identified areas:

1. Rural Small Town: Lovingston
2. Rural Village: Schuyler; Shipman
3. Neighborhood Mixed Use: Nellysford
4. Mixed Commercial: Lovingston; west of Route 29; Route 29 at three specific locations between Lovingston and Colleen; Route 29 at three locations south of Colleen to the county line

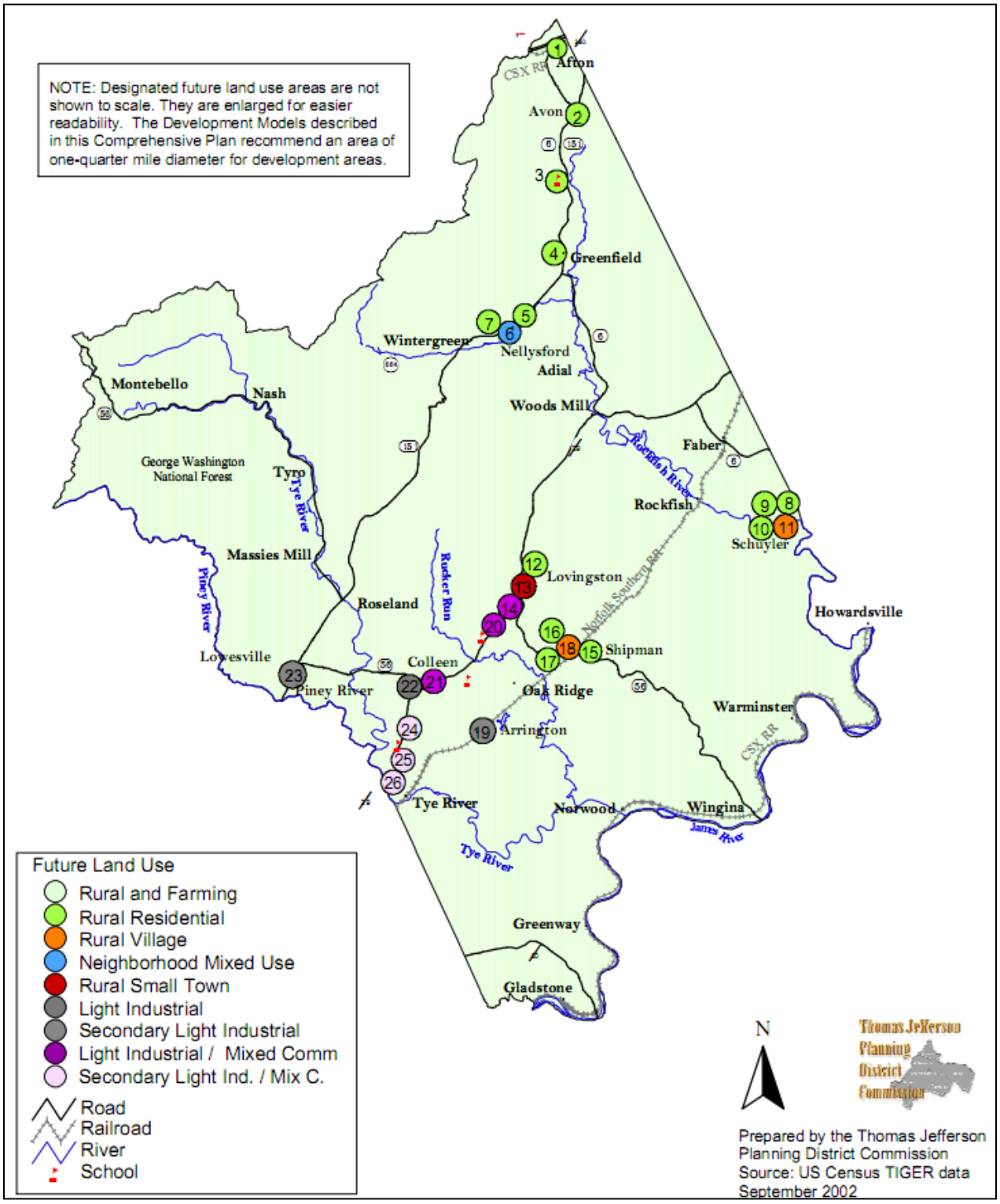
5. Light Industrial: Colleen; Route 29 at three specific locations between Lovingston and Colleen; Route 29 at three locations south of Colleen to the county line; Arrington; Piney River

**Figure 6: Existing Land Uses in Nelson County**




Source: Nelson County Comprehensive Plan

**Figure 7: Proposed Land Uses in Nelson County**




Source: Nelson County Comprehensive Plan

## 2002 ALBEMARLE COUNTY COMPREHENSIVE PLAN

In 2002, Albemarle County adopted the County Comprehensive Plan (ACCP). The ACCP has been perceived as Albemarle County's most important document regarding growth, development and change. The Plan established government policy to help guide public and private activities as they relate to land use and resource utilization and is to serve as a basis for land development regulations and decisions, capital improvements, transportation, environmental and historic resource protection initiatives, new county programs and decisions on the distribution of county budget dollars to a multitude of programs and agencies.

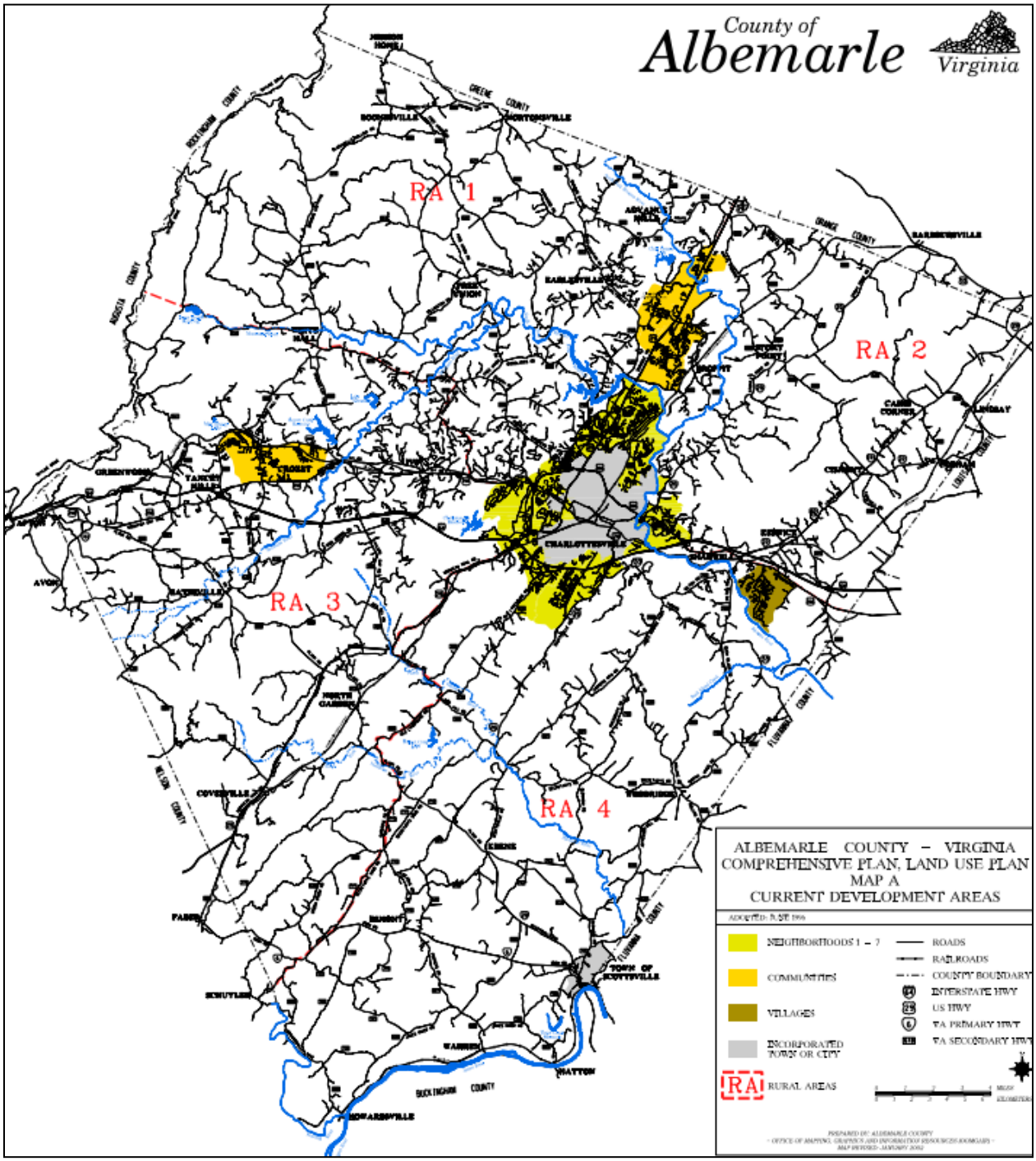
The Land Use Plan section of the ACCP provided direction for physical development in the County. The Land Use Plan relied heavily on the Neighborhood Model that was appended to the Comprehensive Plan in 2001. The Neighborhood Model recognized that density must be increased in the development areas; the form of development must change and that form must be more urban and less suburban. In short, the Neighborhood Model sought by the ACCP aimed to "change the form of development from a pattern of sprawling, isolated buildings to a more compact and interconnected design. The designated development areas in Albemarle County could be comprised of Urban Areas, Communities, and Villages, all conforming to different design, density, and land use mix standards.

The ACCP included the description of existing and future land uses and maps showing existing and proposed future land uses. The existing and future land use maps in Albemarle County are shown in Figure 8 and Figure 9, respectively. The future land uses map is relatively similar to the existing land uses map, but it incorporates the twelve principles of the Neighborhood Model with the goal of changing the form of development from a pattern of sprawling, isolated buildings to a more compact and interconnected design. The Neighborhood Model:

- Accommodates walkers, bikers, and public transportation
- Makes open space integral to overall design
- Keeps buildings and spaces at a human scale
- Incorporates varying densities and gradually allows for an overall increase in density
- Contains a mixture of residential and non-residential uses
- Requires interconnected streets within developments and between developments
- Moves off-street parking out of sight and encourages on-street parking
- Mixes housing types and markets to offer a full range of housing choices
- Emphasizes re-use of sites
- Adapts development to site terrain so that natural topography can be preserved
- Maintains a clear boundary between Development Areas and Rural Areas
- Provides for neighborhoods to have a designated center

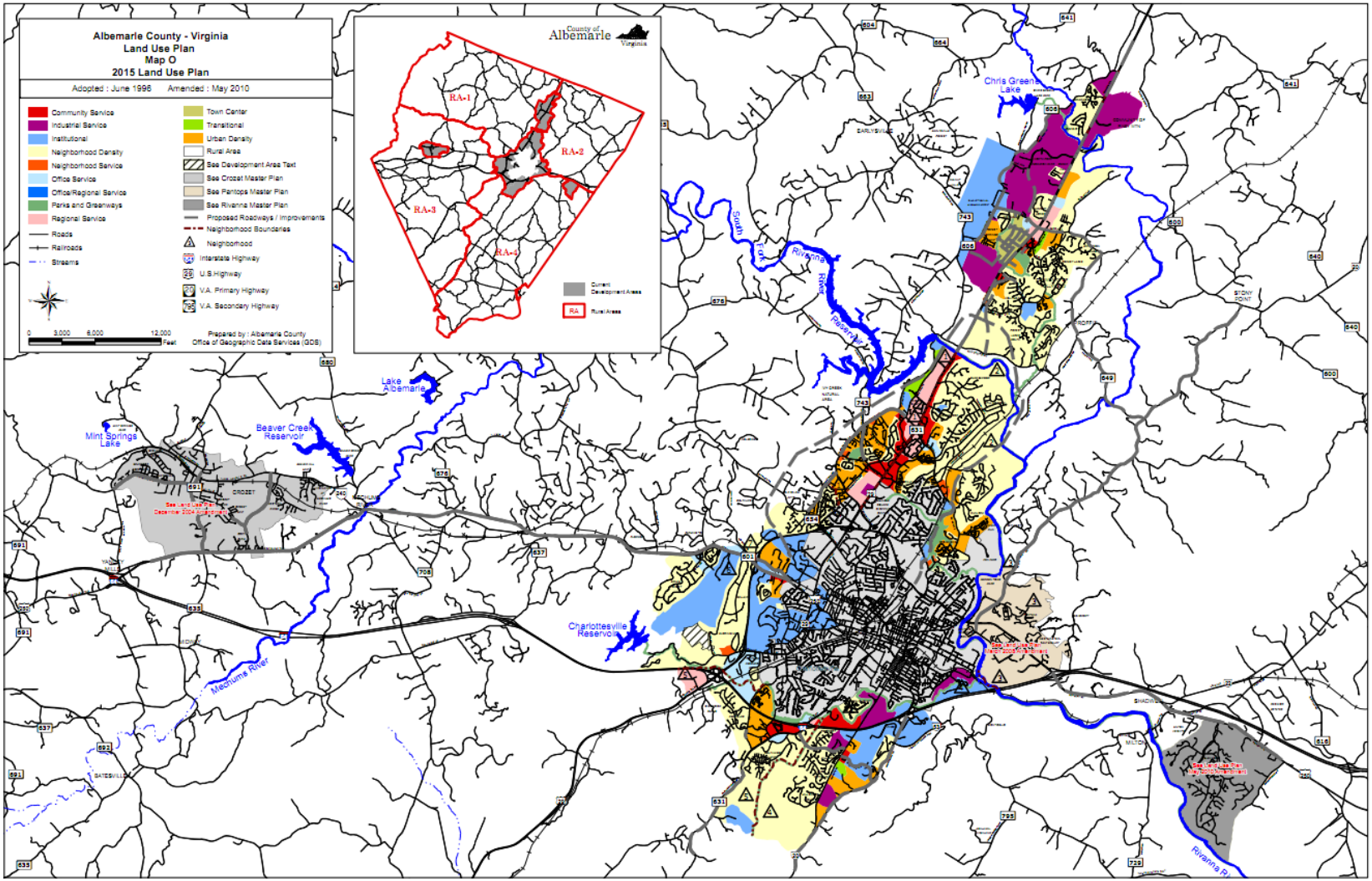
Overall, the development areas that would follow the principles of the Neighborhood Model emphasized design strategies that are more characteristic of small, well-planned city neighborhoods or towns than of typical low-density suburban areas. The resulting development patterns would also be much more transit-supportive.

**Figure 8: Existing Land Uses in Albemarle County**




Source: Albemarle County Comprehensive Plan

**Figure 9: Proposed Land Uses in Albemarle County**




Source: Albemarle County Comprehensive Plan

# APPENDIX G:

# BICYCLE, PEDESTRIAN, AND GREENWAYS PLAN SUMMARY

# 2001 JEFFERSON AREA BICYCLE, PEDESTRIAN, AND GREENWAYS PLAN

In 2001, Thomas Jefferson Planning District Commission, in cooperation with Albemarle County, Fluvanna County, Greene County, Louisa County, Nelson County, City of Charlottesville, University of Virginia, Virginia Department of Transportation, and Federal Highway Administration prepared and adopted the 2001 Jefferson Area Bicycle, Pedestrian, and Greenways Plan (JABPGP). The purpose of this plan was to provide information and guidance on development of facilities and other accommodations to enhance safe bicycle and pedestrian travel within the Thomas Jefferson Planning District that includes the respective counties involved in preparation of the JABPGP. Notably, the Plan was designed so that it can easily be incorporated into future long-range plans in the area.

The goals of the JABPGP were as follows:

- Provide a comprehensive and coordinated regional bicycling and walking system
- Provide safe bicycle and walking networks, convenient for all users
- Educate the public of bicycling and walking advantages, facilities, safety and regulations
- Establish a system to coordinate steady implementation of the plan

One of the objectives associated with the first goal is to integrate bicycle and walking networks with transit systems. The JABPGP notes that both bicycle and pedestrian networks, when coordinated well with transit, have increased range and functionality.

A majority of JAUNT's buses are equipped with external bicycle racks. These racks allow passengers to cycle from a rural residence to a transit stop, and connect to any part of the region served by transit, then use the bicycle to complete the trip after disembarking transit. A concern noted in the existing conditions chapter is that bicycle and pedestrian access to stops may be limited by lack of sidewalks or bicycle lanes leading to and from stops.

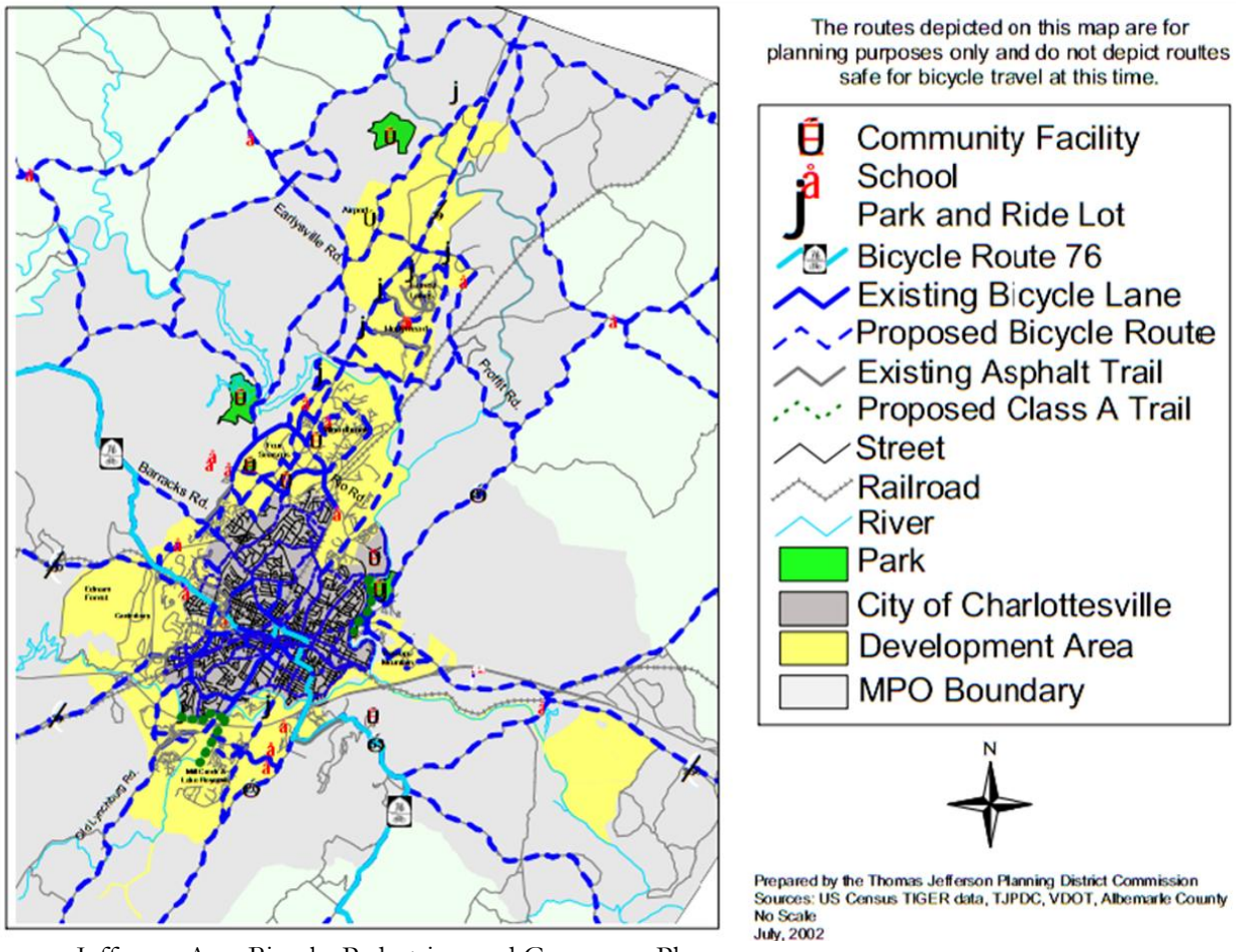
The JABPGP included descriptions as to how localities can create and maintain safe and efficient walking and biking systems, linking people to the services they need. For the bicycle network, these facility design guidelines recognized that JAUNT and CAT vehicles are equipped to carry bicycles. One of the recommendations was for transit stops to be equipped for bicycle parking, particularly major stops and transfer points. Another recommendation was to make park and ride lots accessible to cyclists and equip them with bicycle racks. Provision of this opportunity could reduce the need for urban area parking lots as more people can cycle to work, especially if transit services the park and ride lots.

For the pedestrian network, the JABPGP facility design guidelines recognize that pedestrian accommodations to and at transit stops are vital. If a person cannot walk to a bus stop and wait for a bus, transit is not accessible to them. All stops should have a hard surface to stand on that is free of puddles. Benches to sit on are useful when time between buses is long. Trees provide shade in the summer, and snow removal at stops helps keep service useful in the winter. Trash cans provided at transit stops will be used by pedestrians, too, helping keep streets and buses litter-free.

The JABPGP proposed an overall network connecting the many communities of the region, and smaller networks proposed for within those communities. The plan also identified methods for increasing awareness among the public about the needs of walkers and cyclists. Implementation and funding issues were discussed as well, along with recommendations for both physical improvements and programs aimed at improving bicycle and pedestrian facilities and safety.

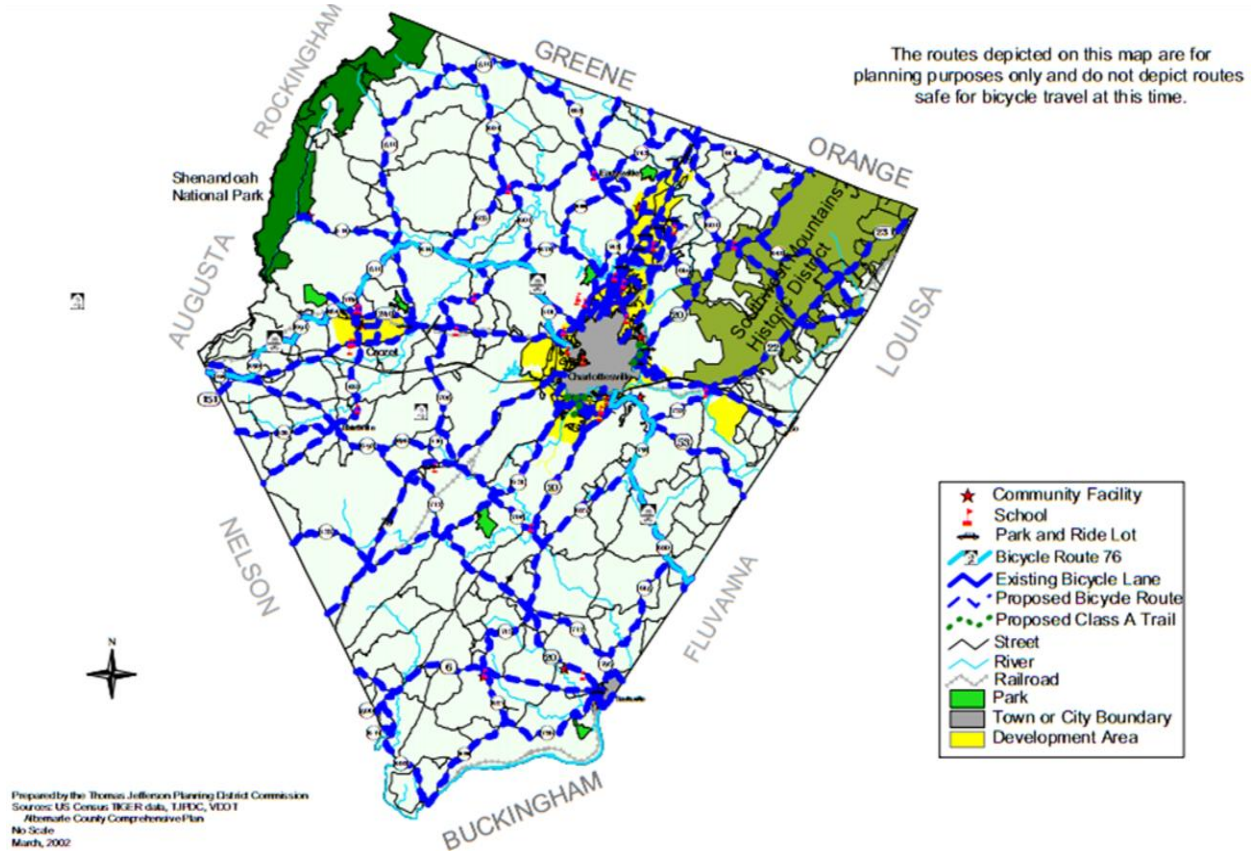
Figure 1 through Figure 5 show the proposed bicycle facilities in Albemarle (for both urban and rural sections of the County), Fluvanna, Louisa, and Nelson counties. The JABPGP also included maps showing proposed pedestrian networks in more urbanized areas of the region. While not replicated in this document, they highlight specific locations in need of sidewalks and crosswalks, with an emphasis on providing connections to transit stops and park and ride lots.

**Figure 1: Proposed Bicycle Routes in Albemarle County Urban Area**



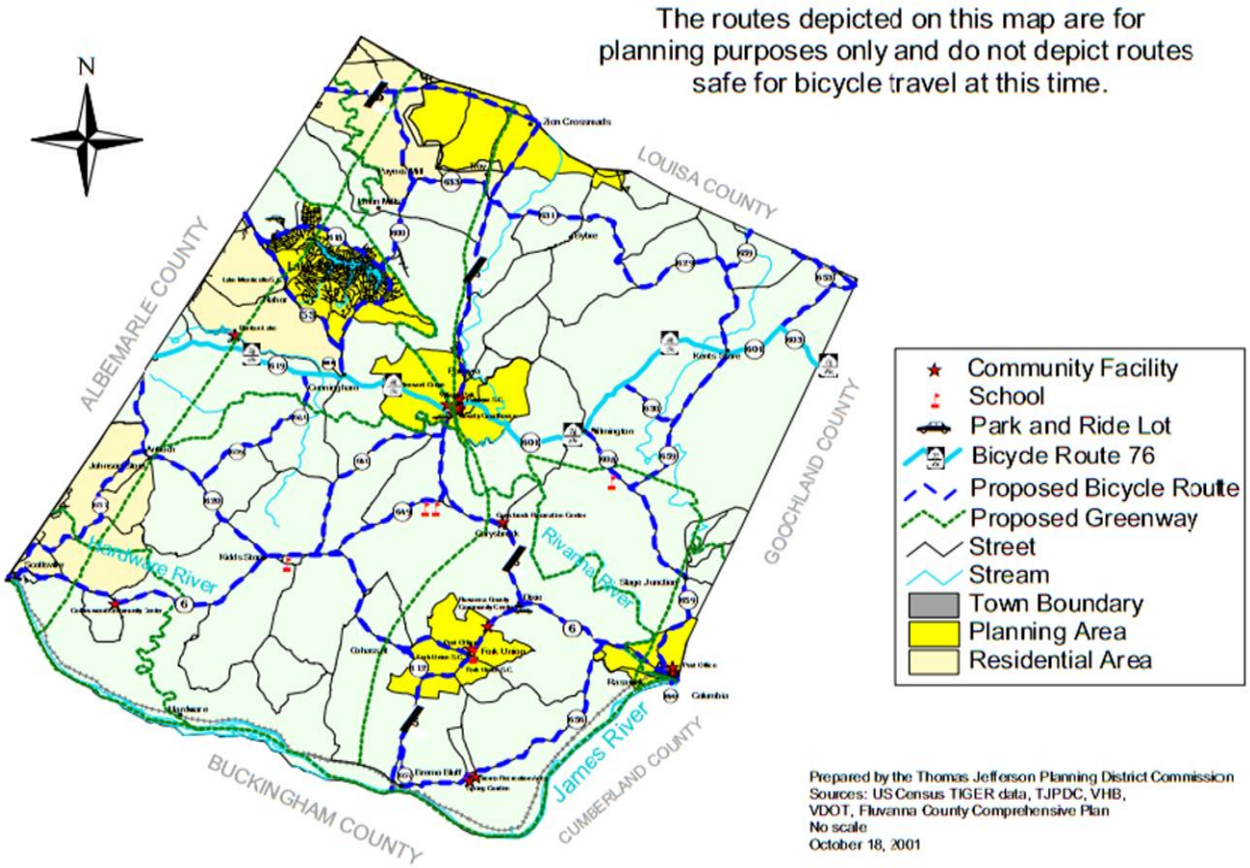

Source: Jefferson Area Bicycle, Pedestrian, and Greenways Plan

**Figure 2: Proposed Bicycle Routes in Albemarle County Rural Area**



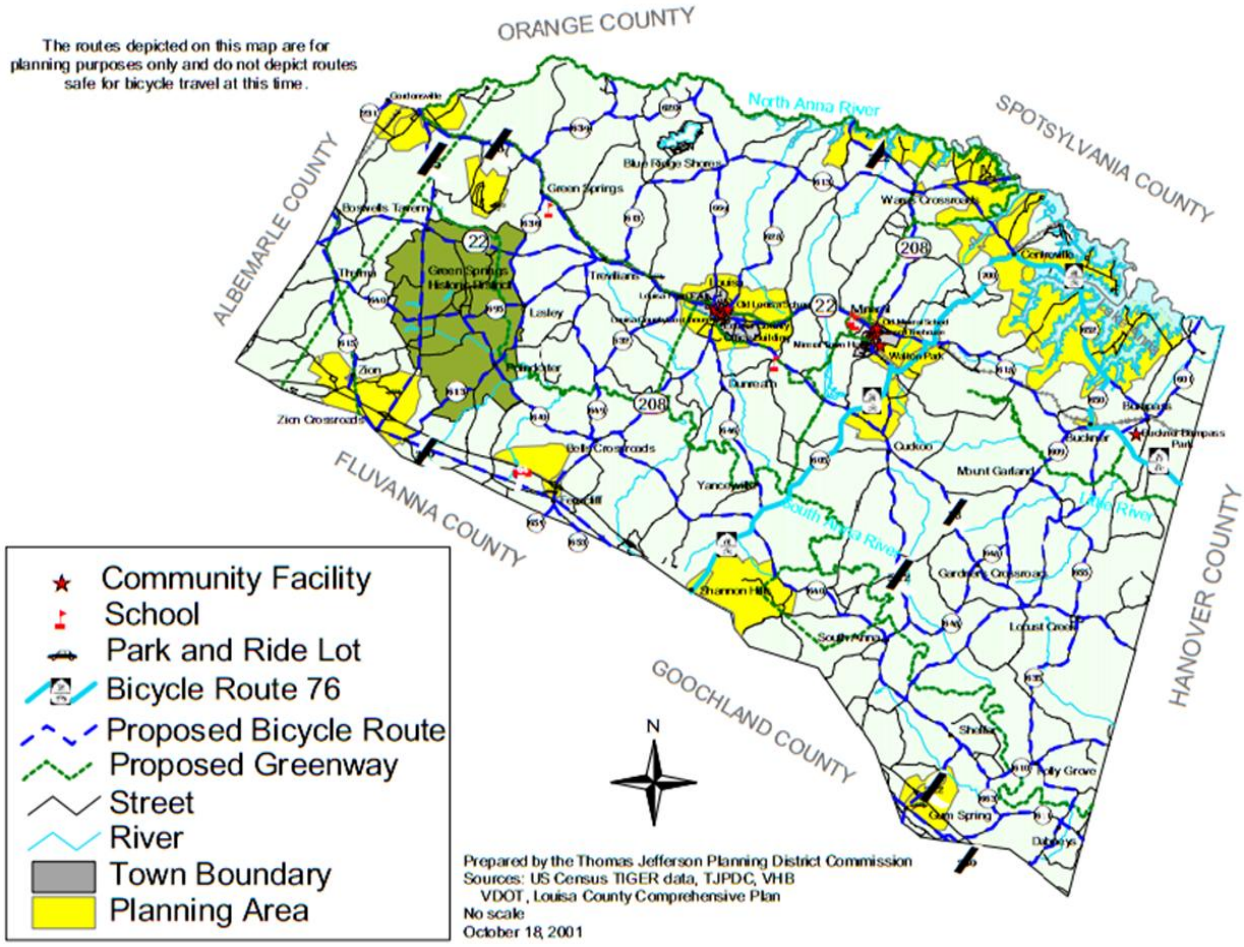

Source: Jefferson Area Bicycle, Pedestrian, and Greenways Plan

**Figure 3: Proposed Bicycle Routes in Fluvanna County**



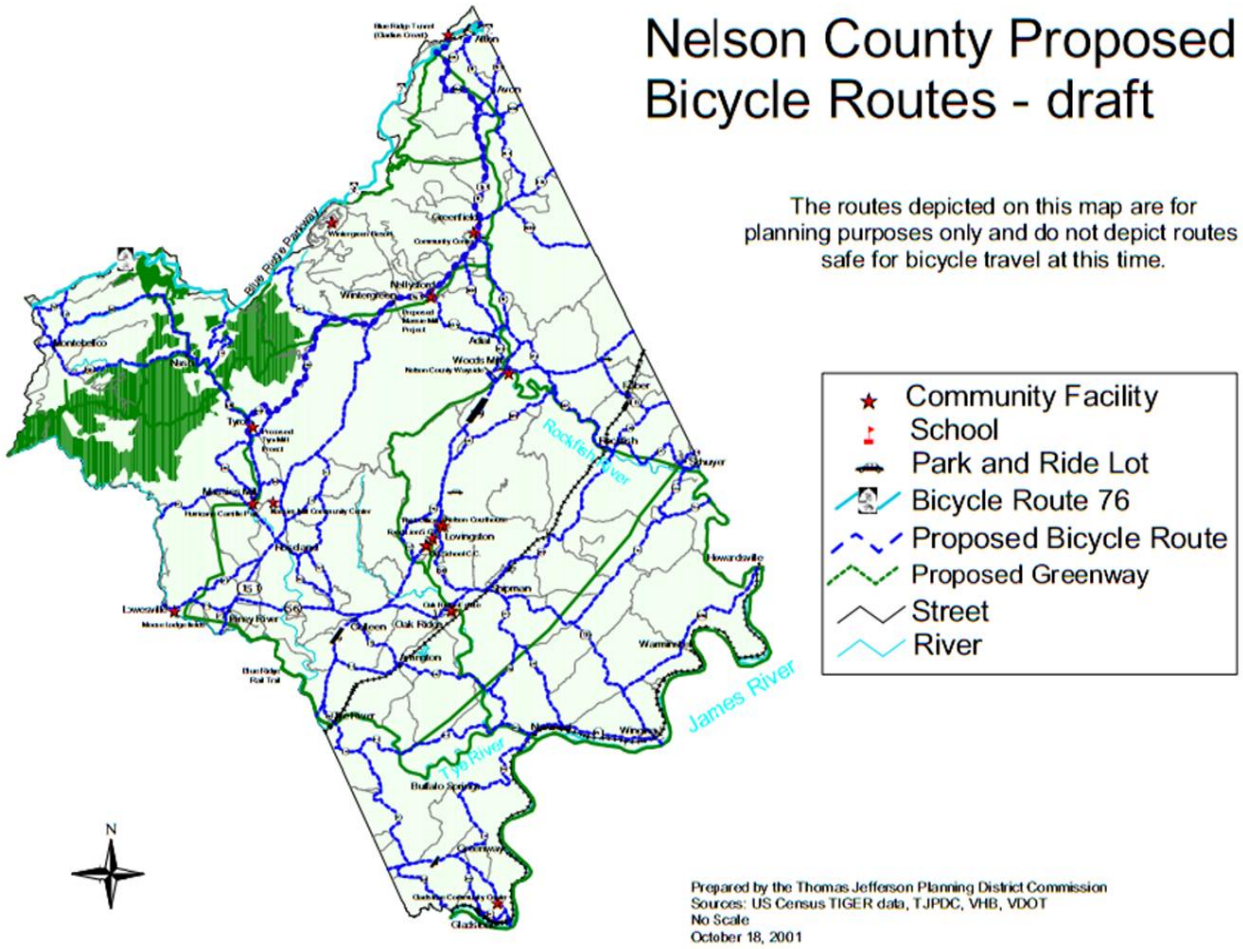

Source: Jefferson Area Bicycle, Pedestrian, and Greenways Plan

**Figure 4: Proposed Bicycle Routes in Louisa County**




Source: Jefferson Area Bicycle, Pedestrian, and Greenways Plan

**Figure 5: Proposed Bicycle Routes in Nelson County**


Nelson County Proposed Bicycle Routes - draft
The routes depicted on this map are for planning purposes only and do not depict routes safe for bicycle travel at this time.
Community Facility
School
Park and Ride Lot
Bicycle Route 76
Proposed Bicycle Route
Proposed Greenway
Street
River
Blue Ridge Parkway
Rockfish River
James River
Tye River
N
Prepared by the Thomas Jefferson Planning District Commission
Sources: US Census TIGER data, TJPDC, VHB, VDOT
No Scale
October 18, 2001

Source: Jefferson Area Bicycle, Pedestrian, and Greenways Plan

# TRANSIT DEVELOPMENT PLAN:
# FISCAL YEARS 2012-2017
# EXECUTIVE SUMMARY

**June 2011**

**Prepared by:**

Connetics Transportation Group

**Under Sub-Contract to:**

ATKINS

**Under Contract to:**

DRPT
Virginia Department of Rail and Public Transportation

# INTRODUCTION

JAUNT, in cooperation with the Virginia Department of Rail and Public Transportation (DRPT), has completed this Transit Development Plan (TDP) for fiscal years 2012-2017. The TDP is a Short-Range Plan that presents agency goals and objectives; provides an assessment of existing service characteristics; identifies near-term service and facility needs; and presents a schedule for funding and implementing new services and facilities. DRPT requires TDPs as a condition for state funding. The TDP must have a minimum 6-year timeframe and be updated every six years, with annual status updates required in interim years.

The benefits of the TDP process are three-fold. First, it provides JAUNT with an opportunity to complete a comprehensive evaluation of its near-term transit service needs for the communities it serves. Second, it provides JAUNT Board Members with an understanding of those needs and anticipated local funding requirements. Finally, it provides DRPT with an understanding of those needs and the ability to program funding needs in its 6-Year Improvement Program (SYIP).

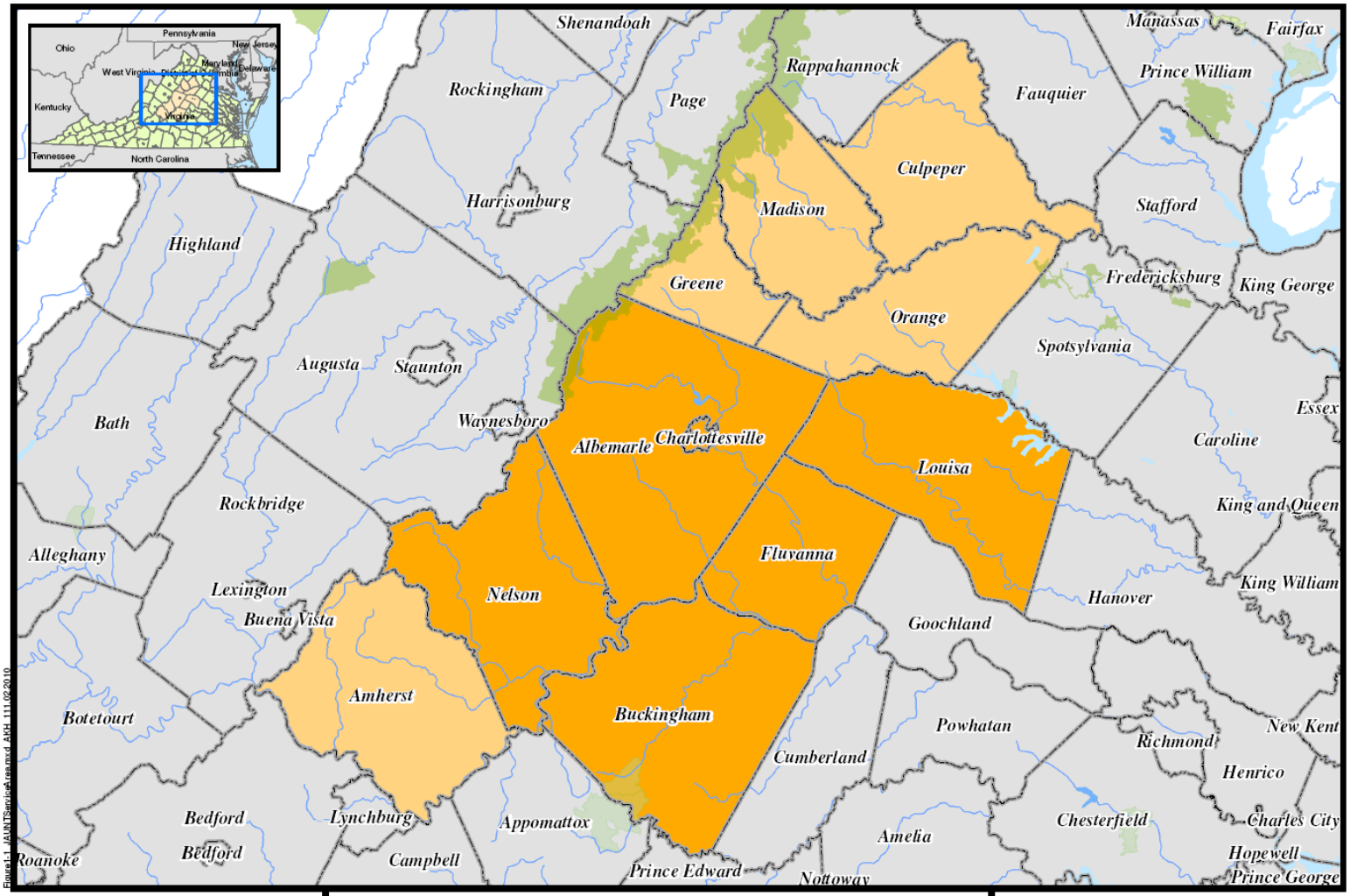
DRPT has identified specific TDP content requirements and is providing technical assistance to agencies like JAUNT to complete the TDP. Accordingly, the TDP is composed of the following eight chapters:

- Chapter 1: Overview of Transit System
- Chapter 2: Goals, Objectives and Standards
- Chapter 3: Service and System Evaluation
- Chapter 4: Transit Service and Facility Needs
- Chapter 5: Six-Year Transit Service Plan
- Chapter 6: Capital Improvement Program
- Chapter 7: Financial Plan
- Chapter 8: TDP Monitoring and Evaluation

This Executive Summary provides a summary of findings and recommendations that are presented in the JAUNT TDP.

# OVERVIEW OF TRANSIT SYSTEM

Established in 1975, JAUNT is a regional public transportation system providing demand response service to the citizens of the City of Charlottesville (in coordination with Charlottesville Area Transit) and five surrounding counties in Central Virginia: Albemarle, Buckingham, Fluvanna, Louisa and Nelson. JAUNT also provides limited service outside its primary service area in Greene, Orange, Culpeper and Madison counties. According to 2009 NTD data, JAUNT's service area is 2,500 square miles with a population of 200,027. JAUNT's primary and limited service areas are shown in Figure 1. JAUNT is owned by the local governments it serves and uses federal, state and local funding to supplement fares and agency payments.

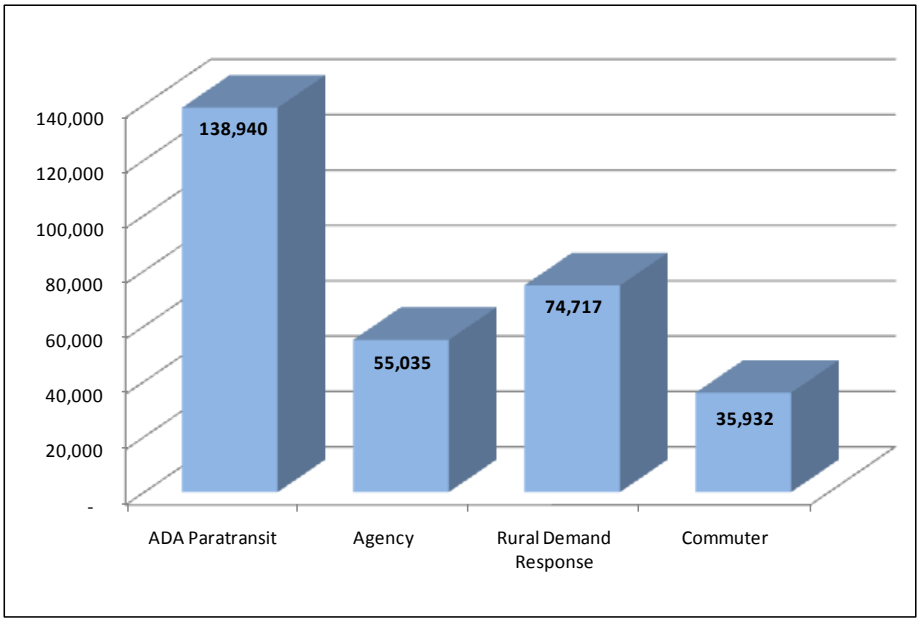

Pennsylvania
New Jersey
Ohio
Maryland
Delaware
West Virginia
Kentucky
Virginia
Tennessee
North Carolina
Shenandoah
Rockingham
Page
Rappahannock
Fauquier
Manassas
Fairfax
Prince William
Culpeper
Harrisonburg
Madison
Stafford
Highland
Greene
Orange
Fredericksburg
King George
Spotsylvania
Augusta
Staunton
Bath
Waynesboro
Albemarle
Charlottesville
Louisa
Essex
Caroline
Rockbridge
King and Queen
Alleghany
Fluvanna
Nelson
Lexington
Buena Vista
Hanover
King William
Goochland
Amherst
Botetourt
Buckingham
Powhatan
New Kent
Richmond
Cumberland
Henrico
Bedford
Lynchburg
Appomattox
Chesterfield
Charles City
Amelia
Roanoke
Bedford
Campbell
Prince Edward
Nottoway
Hopewell
Prince George
Figure1-1 JAUNTServiceArea.mxd AKH 11\02\2010
TRANSIT DEVELOPMENT PLAN
Primary Service Area
Limited Service Area
Other Counties
Stream
Lake
Reservoir
Stream
National Park or Forest
State Park or Forest
Local Park or Recreation Area
0 40,000 80,000
Feet
Source: JAUNT, Streetmap USA
N
JAUNT SERVICE AREA
Figure 1

JAUNT provides a mix of demand-response services, serving the elderly, individuals with disabilities, human service agency clients and the general public. All JAUNT rides are by reservation only. Table 1 summarizes the general public transportation services by location, days of operation, and hours of service. The hours of service for Americans with Disabilities Act (ADA) complementary paratransit service are from 6:15 a.m. to 11:50 p.m. Monday to Saturday and 7:30 a.m. to 10:00 p.m. on Sunday. In FY 2010, there were 304,624 passenger trips on the JAUNT system, carrying riders to work, doctor's appointments, shopping and other leisure activities. Figure 2 portrays the breakdown of these trips by JAUNT's four major service types.

More than 45 percent of these trips were ADA complementary paratransit service provided by JAUNT for Charlottesville Area Transit (CAT). JAUNT provides paratransit service within the entire Charlottesville urbanized area. Nearly one-quarter of JAUNT's trips were rural demand-response in FY 2010, split roughly evenly between intra-county trips and midday service to and from Charlottesville. Intra-county and midday service is currently provided in rural Albemarle, Fluvanna, Louisa, and Nelson counties. In Fluvanna County, JAUNT also provides after school and summer camp transportation. This service category also includes limited service between Charlottesville and locations in Greene, Orange, Culpeper, and Madison counties.

Human service agency trips made up 18 percent of JAUNT's trips in FY 2010. JAUNT can provide service only to approved agencies, including those funded through certain federal agencies or agencies registered as a qualified human service organization. Finally, JAUNT currently also operates seven commuter routes to Charlottesville and two commuter routes to Wintergreen Resort in Nelson County, totaling 12 percent of JAUNT's trips in FY 2010. The commuter routes are presented in Figures 3 and 4. While there are some fixed stops on each route, other stops along the route are made on demand. Trips on the commuter routes must be scheduled in advance.

**Figure 2: JAUNT FY 2010 Passenger Trips by Service Type**

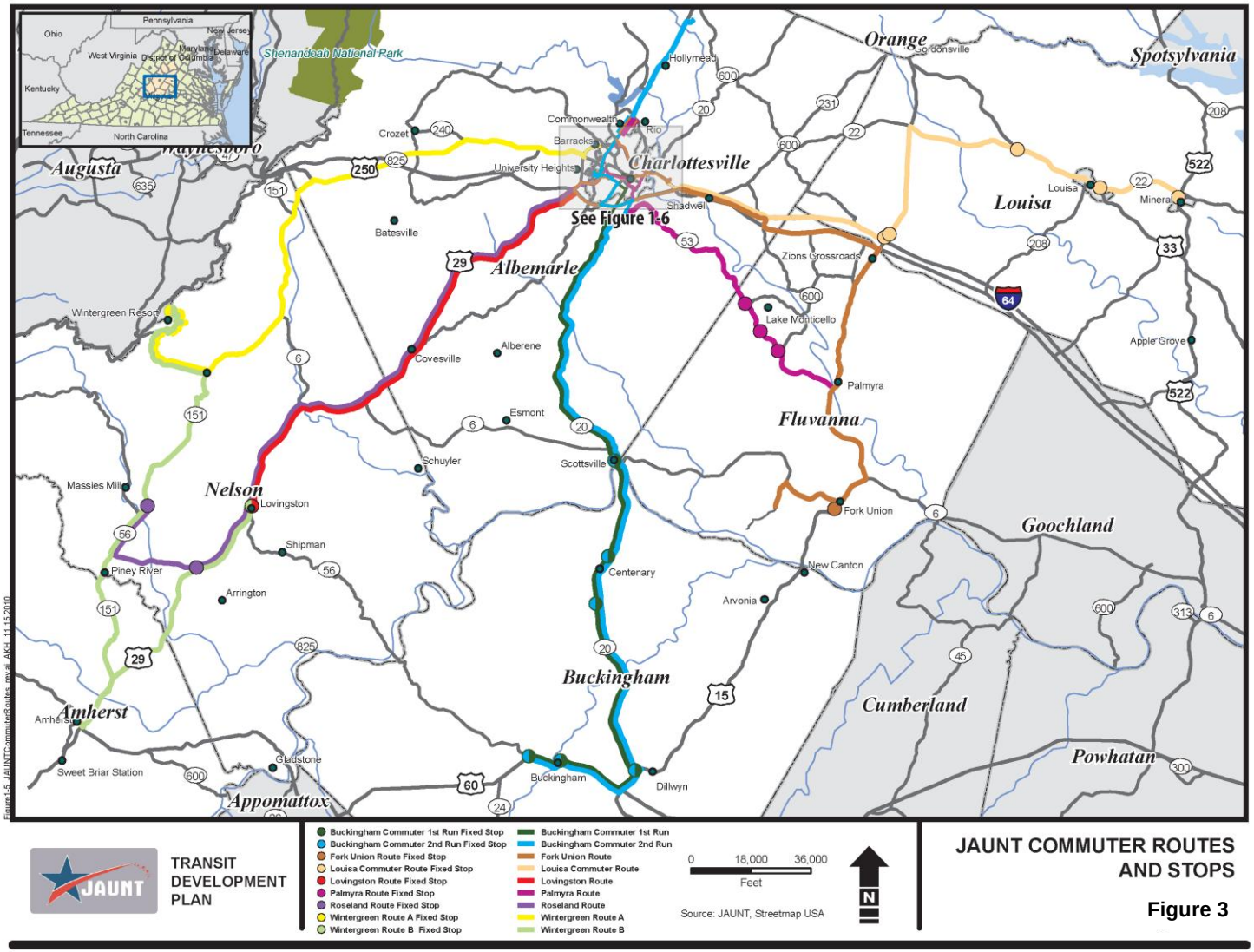


## Table 1: Hours and Days of Service

| Origin | Destination | Days of Operation | Departs | Returns |
|---|---|---|---|---|
| **ALBEMARLE COUNTY** | | | | |
| Crozet | Charlottesville | M-F | 8,10,12,2 | 9,11,1,3,5 |
| Scottsville/Esmont | Charlottesville | M-F | 6 & 9 | 12 & 4:30 |
| Keswick | Charlottesville | M-F | 8 | 3:00 |
| Stony Point, Barboursville | Charlottesville | M-F | 8 | 3:00 |
| Scottsville/Esmont | Scottsville/Esmont | T, Th | 10 | 1:30 |
| Crozet | Crozet | W | 1 | 2 |
| Earlysville/Advance Mills | Charlottesville | M-F | 7:30,8,9,4,5 | 6,8,3,3:30 |
| Charlottesville | Keswick | Th | 8:15 | 2:00 |
| North Garden | Charlottesville | Wed & Thurs | 9:15 | 1:30 |
| **LOUISA COUNTY** | **Destination** | **Days of Operation** | **Departs** | **Returns** |
| Louisa Commuter Route | Charlottesville | M-F | 5:45 | 5:00 |
| Louisa County (Midday) | Charlottesville | M-F; extra on W | 8:30; 10:30W | 3:00; 1:00W |
| Louisa County (Intracounty) | Whole County | M-Sat | 7:00 | 5:00 |
| Wellness Wheels (med/pharmacy) | Whole County | M-F | 10:00 | 2:00 |
| **NELSON COUNTY** | **Destination** | **Days of Operation** | **Departs** | **Returns** |
| Lovingston Commuter Route | Charlottesville | M-F | 7 | 4:30 |
| Piney River Commuter Route | Charlottesville | M-F | 6:10 | 4:45 |
| Wintergreen Nelson Commuter Route | Wintergreen | W-Sun; more in winter | 7:15 | 5:00 |
| Wintergreen C'ville Commuter Route | Wintergreen | Fri - Tues | 7:45 | 5:00 |
| Nelson County (Intracounty) | Central Nelson | M, T | 7:30 | 2 |
| Nelson County (Midday) | Charlottesville | M, W, F | 8 (varies) | 3 (varies) |
| Rockfish, Afton, Nellysford | Rockfish | Th | 7:30 | 2 |
| **FLUVANNA COUNTY** | **Destination** | **Days of Operation** | **Departs** | **Returns** |
| Palmyra Commuter Route | C'ville via Rt 53 | M-F | 6:10 | 4:15 |
| Fork Union Commuter Route | C'ville via Rt 250 | M-F | 6 | 4:45 |
| Fluvanna (Intracounty) | Whole County | M,T,W | 10 (varies) | 5 varies |
| Fluvanna (Midday) | Charlottesville | M, Th, Fri | 8 varies | 2 varies |
| Fluvanna Express | Whole County | Mon-Fri | varies | varies |
| **BUCKINGHAM COUNTY** | **Destination** | **Days of Operation** | **Departs** | **Returns** |
| Buckingham Commuter Route - Early | C'ville via Rt 20 | Seven days/week | Ducks 5:25 | UVA 4, MJH 4:15 |
| Buckingham Commuter Route - Later | C'ville via Rt 20 | M-F until 3/31/2011 | Ducks 6:20 | NGIC 4:30 |

Note: JAUNT also runs demand response service Intra-city and in Zone A from 6 AM-midnight Mon-Sat, and 7:30 AM-10 PM on Sundays. In Zones B, C, and D, demand response service is provided 6 AM–10 PM Mon-Fri, 10 AM–10 PM on Saturdays, and 7:30 AM–10 PM on Sundays.

Sample communities in Zone B are Shadwell, Monticello, Ashlawn, Hollymead, Forest Lakes, and Northridge. Sample communities in Zone C are Esmont, Carter's Bridge, North Garden, Earlysville, Advance Mills, Keswick, Cismont, Red Hill, Ivy, Brownsville, and Stony Point. Sample communities in Zone D are Scottsville, Covesville, Greenwood, White Hall, Brown's Cove, Jarman's Gap, Yancey Mills, Batesville, and Howardsville.


Pennsylvania
New Jersey
Ohio
West Virginia
Maryland
Delaware
District of Columbia
Kentucky
Virginia
Tennessee
North Carolina
Shenandoah National Park
Orange
Spotsylvania
Hollymead
Gordonsville
Crozet
Commonwealth
Rio
Barracks
University Heights
Charlottesville
Shadwell
Louisa
Mineral
Augusta
Waynesboro
Batesville
See Figure 1-6
Albemarle
Zions Crossroads
Lake Monticello
Wintergreen Resort
Covesville
Alberene
Esmont
Palmyra
Apple Grove
Fluvanna
Schuyler
Scottsville
Massies Mill
Nelson
Lovingston
Fork Union
Goochland
Shipman
Piney River
Centenary
New Canton
Arrington
Arvonia
Buckingham
Amherst
Cumberland
Gladstone
Sweet Briar Station
Buckingham
Dillwyn
Powhatan
Appomattox
Buckingham Commuter 1st Run Fixed Stop
Buckingham Commuter 2nd Run Fixed Stop
Fork Union Route Fixed Stop
Louisa Commuter Route Fixed Stop
Lovingston Route Fixed Stop
Palmyra Route Fixed Stop
Roseland Route Fixed Stop
Wintergreen Route A Fixed Stop
Wintergreen Route B Fixed Stop
Buckingham Commuter 1st Run
Buckingham Commuter 2nd Run
Fork Union Route
Louisa Commuter Route
Lovingston Route
Palmyra Route
Roseland Route
Wintergreen Route A
Wintergreen Route B
0 18,000 36,000
Feet
Source: JAUNT, Streetmap USA
N
TRANSIT DEVELOPMENT PLAN
JAUNT COMMUTER ROUTES AND STOPS
Figure 3

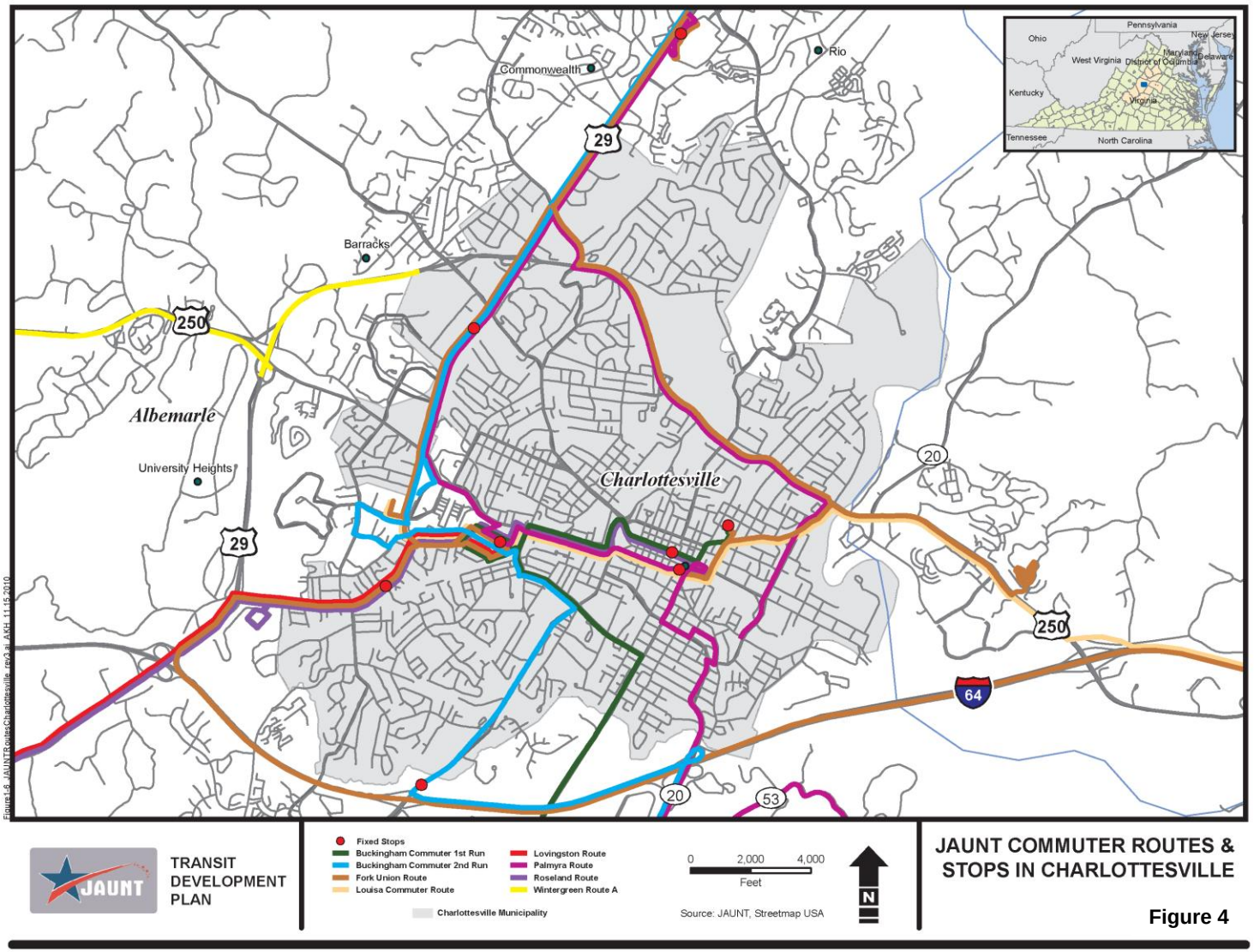
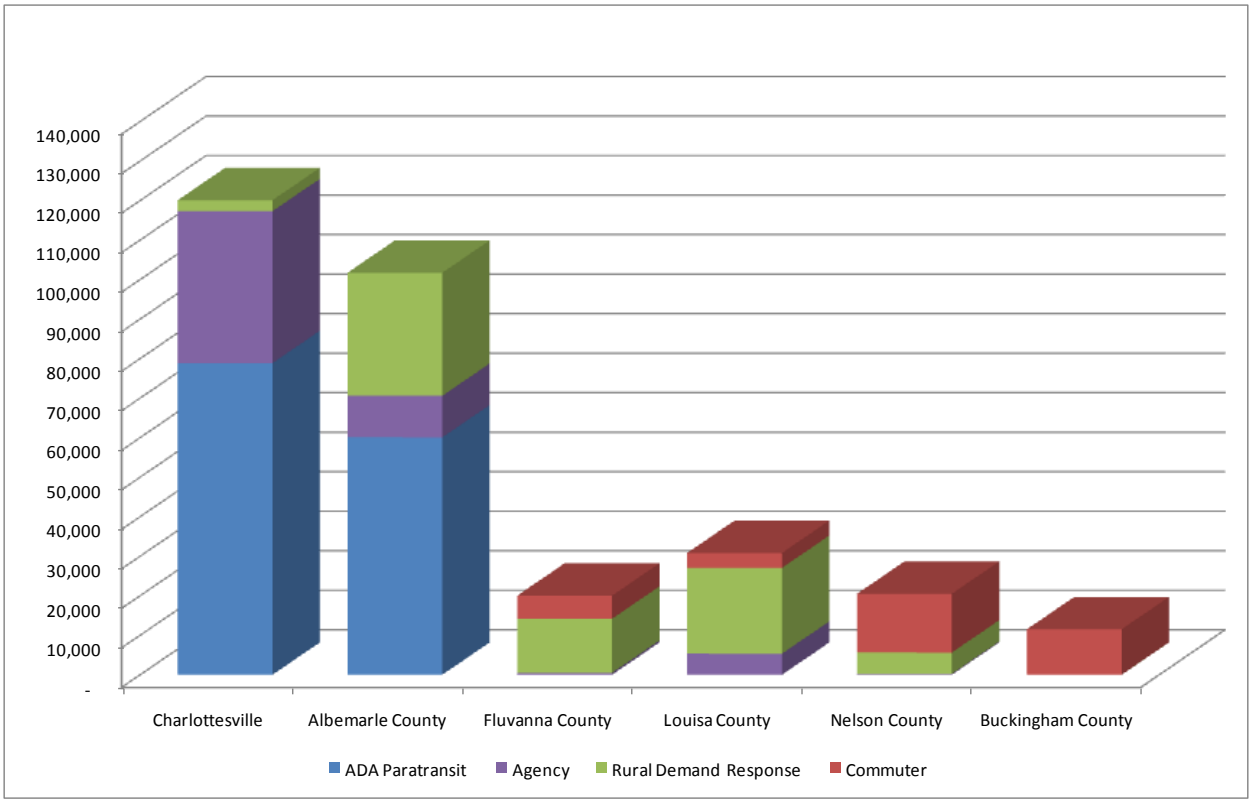

Commonwealth
Rio
Barracks
Albemarle
University Heights
Charlottesville
29
250
20
64
53
Pennsylvania
New Jersey
Ohio
West Virginia
Maryland
Delaware
District of Columbia
Kentucky
Virginia
Tennessee
North Carolina
Fixed Stops
Buckingham Commuter 1st Run
Buckingham Commuter 2nd Run
Fork Union Route
Louisa Commuter Route
Lovingston Route
Palmyra Route
Roseland Route
Wintergreen Route A
Charlottesville Municipality
0 2,000 4,000
Feet
Source: JAUNT, Streetmap USA
N
TRANSIT DEVELOPMENT PLAN
JAUNT COMMUTER ROUTES & STOPS IN CHARLOTTESVILLE

**Figure 4**

Figure 5 shows the FY 2010 breakdown of passenger trips for each service type by jurisdiction. Looking at this data by jurisdiction, 39% of total passenger trips were in Charlottesville, 33% were in Albemarle County, and 10% were in Louisa County. The percentages of passenger trips in other counties were in the single digits, with 7% in both Fluvanna and Nelson Counties, and 4% in Buckingham County.

**Figure 5: FY 2010 Passenger Trips by Service Type and Jurisdiction**




From a historical perspective, the total number of passenger trips grew by 19% from FY 2005 through FY 2010, while JAUNT's revenue hours and operating costs grew by 35% and 32%, respectively, over the same period. Also shown in Table 2 are the historical trends in performance characteristics. Fluctuations in most performance characteristics in FY 2008 are largely attributable to the addition of Saturday intracounty service in Louisa County and the first Buckingham route seven days a week. As ridership for these new services has matured, JAUNT's performance is again seeing improving trends.

**Table 2: Five-Year Historical Statistics and Performance**

| | FY 2006 | FY 2007 | FY 2008 | FY 2009 | FY 2010 |
|---|---|---|---|---|---|
| **Historical Annual Statistics** | | | | | |
| Passenger Trips | 255,214 | 264,558 | 270,875 | 294,157 | 304,624 |
| Revenue Hours | 78,020 | 78,292 | 86,573 | 105,469 | 105,633 |
| Revenue Miles | 1,594,915 | 1,687,974 | 1,741,367 | 1,551,360 | 1,535,347 |
| Operating Costs | $4,105,486 | $4,082,088 | $4,771,496 | $4,997,569 | $4,879,886 |
| Fare/Contract Revenue | $822,920 | $835,193 | $834,960 | $886,370 | $845,071 |
| Operating Subsidy | $3,282,566 | $3,246,895 | $3,936,536 | $4,111,199 | $4,034,815 |
| **Historical Performance** | | | | | |
| Pass. Trips/Rev. Hr. | 3.27 | 3.38 | 3.13 | 2.79 | 2.88 |
| Oper. Cost/Rev. Hr. | $52.62 | $52.14 | $55.12 | $47.38 | $46.20 |
| Oper. Subsidy/Pass. Trip | $12.86 | $12.27 | $14.53 | $13.98 | $13.25 |

The fare charged is dependent upon type of user and type of service. Most general public fares in rural Albemarle, Fluvanna, Louisa, Nelson and Buckingham counties range from $2.00 to $4.00, with discount fares for seniors and disabled persons generally ranging from $1.00 to $2.50 available for rural demand response service. The fare for ADA complementary paratransit service is $1.50 each way within the Charlottesville and urban Albemarle area, with higher fares in several zones in the county outside urban area.

With regard to human service agency transportation, JAUNT provides service under contract to a variety of agencies, including acting as a Medicaid service provider for LogistiCare, the statewide Medicaid transportation provider. JAUNT charges these agencies an hourly rate, which is currently $45.00 per vehicle hour.

JAUNT's active fleet consists of 74 vehicles. Of those, 69 are revenue vehicles used in JAUNT service, while five are non-revenue vehicles. The revenue vehicles are modified and/or standard vans (eight) and lift equipped body-on-chassis type vehicles (61), with four-year or 100,000 mile useful lives. Most of the vehicles in revenue service were acquired in 2002 or later. The five non-revenue vehicles are trucks and supervisory vehicles, three of which are sedans. A majority of JAUNT's buses are equipped with wheelchair lifts and external bicycle racks.

JAUNT is headquartered at 104 Keystone Place, Charlottesville, VA 22902 on 1.63 acres of land. The facility was built in 1992, with an addition built in 2004. It houses the administrative offices and the maintenance shop with four service bays, one of which was built especially to service the larger 24-passenger vehicle that is a recent addition to JAUNT's fleet.

# GOALS, OBJECTIVES & STANDARDS

The TDP identifies goals with corresponding objectives for the FY 2021-2017 TDP timeframe. The goals and objectives build on JAUNT's *Strategic Plan: 2007 – 2020*, with a focus on the transit service provision aspects of the agency. The goals are as follows:

- Goal 1 – Provide a widely accessible and coordinated transportation system that reflects and meets the diverse needs of the JAUNT service area
- Goal 2 – Promote safety and security in maintaining and operating the JAUNT system within the service area
- Goal 3 – Provide attractive and dependable transit service within the JAUNT service area
- Goal 4 – Develop and maintain an ongoing performance monitoring program as identified in Section 2.4 and Chapter 8 of this TDP
- Goal 5 – Continue to engage the community, expand customer outreach, and market the system
- Goal 6 – Recruit and retain a qualified workforce
- Goal 7 – Provide affordable public transit service through funding by grants and contributions from local, state and federal funding entities and public/private partnerships
- Goal 8 – Promote and implement practices to improve the regional quality of life through reduced pollution and congestion
- Goal 9 – Improve coordination between transportation, land use and economic development activities

In addition to goals and objectives, the TDP recommends several annual performance standards to guide JAUNT's decision-making process. These standards cover the following subject areas:

- ADA Complementary Paratransit Service Availability
- Service Monitoring
- Service Productivity
- Cost Effectiveness

# PEER REVIEW

As part of this TDP process, a peer system analysis was completed to compare JAUNT's system characteristics and performance measures with six other transit systems with comparable service area and operational characteristics. Given JAUNT's unique mix of service and large rural service area, finding a set of peers that provide good comparisons was particularly challenging. While the peer analysis does not capture all of the unique characteristics found in the JAUNT service area, it does provide a basis for comparison to evaluate the performance of the system.

The following six transit systems were identified as peers based on the application of primary and secondary selection criteria:

- Roanoke Agency Dial-a-Ride (RADAR): Roanoke, VA
- Pee Dee Regional Transportation Authority (PDRTA): Florence, SC
- Shore Transit: Salisbury, MD
- TAPS Public Transit: Sherman, TX
- The HOP: Killeen, TX
- San Luis Obispo RTA (SLORTA): San Luis Obispo, CA

Table 3 shows the service characteristics of JAUNT's peers.

**Table 3: Peer Transit System Characteristics**

| Agency | Peak Vehicles | Annual Revenue Miles | Annual Revenue Hours | Annual Passenger Trips | Annual Operating Cost | Farebox Revenue |
|---|---|---|---|---|---|---|
| RADAR | 31 | 768,427 | 59,406 | 73,116 | $1,482,006 | $152,906 |
| PDRTA | 86 | 2,069,053 | 87,944 | 218,713 | $5,821,463 | $3,483,159 |
| Shore Transit | 37 | 1,652,820 | 72,466 | 368,386 | $4,581,563 | $1,840,225 |
| TAPS | 65 | 931,236 | 58,304 | 165,392 | $2,712,703 | $411,067 |
| The Hop | 90 | 1,782,853 | 115,444 | 263,083 | $6,861,359 | $313,863 |
| SLORTA | 27 | 1,313,004 | 49,555 | 581,963 | $5,234,518 | $804,620 |
| **Peer Average** | **56** | **1,419,566** | **73,853** | **278,442** | **$4,448,935** | **$1,167,640** |
| **JAUNT** | **59** | **1,551,360** | **105,469** | **294,157** | **$4,997,569** | **$886,370** |

The primary data source used for the peer analysis is the National Transit Database (NTD). While NTD information is publicly available for transit systems receiving Urbanized Area Formula Program funds, data for transit systems that only receive Other than Urbanized Area (Rural) Formula Program funds is not. For the JAUNT peer analysis, NTD data for FY 2009 was available for all but one of the peer systems. Because of this, FY 2009 data for Roanoke Agency Dial-a-Ride (RADAR) was obtained directly from the agency, and may not conform to NTD standards. Key findings related to peer system performance are summarized below:

- *Service Effectiveness:* The passenger trips per capita for JAUNT were 22% higher than the peer average in FY 2009. JAUNT's productivity in terms of passenger trips per revenue hour was 35% less than the peer average, while the passenger trips per revenue mile was similar to the peer average.

- *Cost Efficiency:* JAUNT's operations cost per revenue hour in FY 2009 was 22% lower (or better) than the peer average; only RADAR and TAPS operated more cost efficiently than JAUNT based on this measure. JAUNT's operations cost per revenue mile was slightly higher than the peer average, with RADAR, PDRTA, Shore Transit, and TAPS outperforming JAUNT.

- *Cost Effectiveness:* JAUNT's operating cost per passenger trip in FY 2009 was 8% lower (or better) than the peer average, with Shore Transit, TAPS, and SLORTA outperforming JAUNT. JAUNT received a very similar amount of subsidies per passenger trip compared to the peer average. JAUNT's farebox recovery ratio was 25% lower (or worse) than the peer average. However, PDRTA and Shore Transit were both outliers from the rest of the peers for this measure. System to system variations in what is included in fare revenues and the presence of funding partners may account for the high fare revenues reported by these two systems. Other than these two systems, JAUNT had a higher farebox recovery ratio than the rest of its peers.

# ON-BOARD SURVEY ANALYSIS

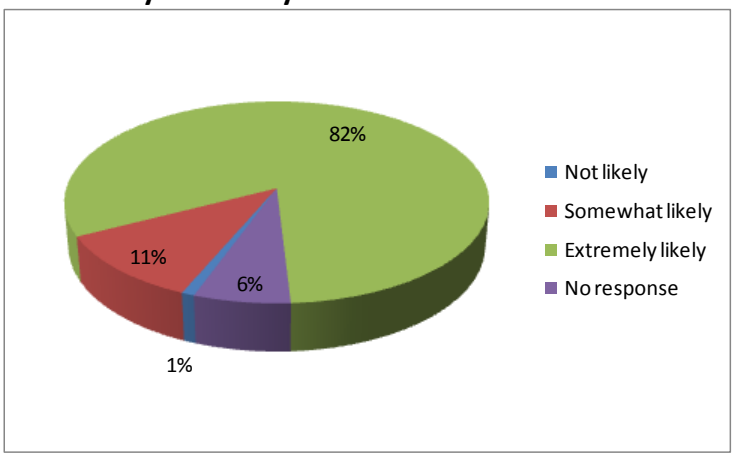
JAUNT conducted its annual onboard rider survey over a one week period from October 18 through October 22, 2010. The survey instrument was created by JAUNT staff based on surveys conducted in the past to ensure consistency of data over time. Most questions included check box responses, but open space was provided at the end for comments and suggestions. The survey included questions about:

- The quality of JAUNT's service, such as promptness, safety, cleanliness, pricing, and on-time performance;
- The rider's trip, including the trip purpose, frequency of ridership, and whether the rider has other transportation available to them; and
- Demographic information about the rider, including city/county of residence, age, race, household size, and income.

A total of 463 surveys were returned: 39% were from ADA passengers, 36% were from commuter route passengers, 25% were from rural demand response and agency passengers and 2% did not indicate service type.

Overall, the feedback from respondents on the quality of JAUNT's service was very positive. When asked how likely the respondent is to recommend JAUNT to a friend, 93% of respondents responded they are extremely likely or somewhat likely to recommend JAUNT (see Figure 6).

**Figure 6: How likely is it that you would recommend JAUNT to a friend?**



# TRANSIT NEEDS ASSESSMENT

Input was solicited from key stakeholder groups within the JAUNT service area about the adequacy of existing service, and improvements and expansions in the future. The following stakeholders provided comments:

- Louisa Resource Council
- Fluvanna County agency stakeholders
- Nelson County agency stakeholders
- Charlottesville/Albemarle agency stakeholders
- Charlottesville Area Transit
- Thomas Jefferson Planning District Commission
- Commonwealth Regional Council
- Albemarle Board of Supervisors
- Louisa County Planning
- Wintergreen Resort
- International Rescue Committee

Recent transportation plans were also reviewed for input into JAUNT needs and insight toward future development and land use plans that could impact JAUNT service. Sources consulted included:

- Buckingham County Public Transportation Needs Assessment
- Thomas Jefferson PDC Coordinated Human Service Mobility Plan
- Commonwealth PDC Coordinated Human Service Mobility Plan
- 2001 Jefferson Area Bicycle, Pedestrian, and Greenways Plan
- Comprehensive Plans (Charlottesville, Albemarle County, Fluvanna County, Louisa County, Nelson County)

Socioeconomic characteristics such as households, employment, and persons or households who may be limited in their transportation options are essential to identifying transit needs and developing transit services which address those needs. Thus, an analysis was completed mapping locations within JAUNT's service area that are likely to be most supportive of transit, using U.S. Census block group data. A common element in all the maps is that they are presented in terms of density (number of persons, households, jobs, etc. per acre). Density measures the compactness or concentration of development. Other things being equal, areas with higher densities are more likely to support efficient public transportation systems.

# TRANSIT SERVICE, CAPITAL AND ADMINISTRATIVE NEEDS

Based on the evaluation conducted in previous chapters of this TDP, stakeholder and Board meetings, and demographic analysis, the next step in the TDP process was to identify potential transit service and facility needs for Central Virginia. These needs were initially identified without regard to budget constraints or priorities. A workshop with JAUNT staff was also held to discuss potential service needs for inclusion in the TDP.

The set of unconstrained service needs is wide-ranging, covering the following categories of service needs:

- ADA Paratransit Service
- Human Services
- Rural Inter-Jurisdictional Service
- Rural Intracounty Service
- Commuter Routes
- Other Service Needs
- Regional Coordination Needs

Similarly, the unconstrained capital and administrative needs cover these categories:

- Vehicle Fleet
- Facility Needs
- Bus Stop Amenities
- Technology
- Staffing Positions
- Marketing

With regard to funding levels that would be required if all of these needs were addressed, annual operating costs for all identified unconstrained service needs (not including service needs identified for areas outside of the existing JAUNT service area) were calculated and total $5.9 million. On the capital side, vehicle replacement and expansion needs total $11.4 million and facility improvements and other equipment needs total $1.9 million. Annual staffing and marketing needs total $439,200.

# SIX-YEAR TRANSIT OPERATING PLAN

The six-year transit operating plan identifies cost-feasible service and administrative needs that JAUNT identified as priorities for inclusion in the TDP time period (FY 2012 through FY 2017). Service and administrative priorities in the plan are financially constrained, based on anticipated funding availability during the TDP time period.

Other service improvements are identified in Chapter 4 of the TDP, but are not recommended for inclusion in the six-year TDP. Although these improvements are identified as service expansion needs, they are not deemed to be as critical with the greatest demand for anticipated to occur beyond the six year planning horizon. If funds are available, these improvements can be moved forward into the six-year TDP time period. Similarly, funding constraints could result in the need to shift some service improvements that have been identified for the six-year TDP to later years.

Table 4 shows the service improvements proposed to be implemented in each year of the TDP with their service requirements. Proposed improvements in this service plan reflect a 39% increase over JAUNT's FY 2012 baseline annual service-hours.

## Table 4: Six-Year Service Recommendations and Costs in Year of Expenditure Dollars

| FY 2012 | Jurisdiction | Service Type | Baseline Rev. Hrs. | Expanded Rev. Hrs. | Add'tl Vehicles | Total Rev. Hrs. | Additional Total O&M Cost |
|---|---|---|---|---|---|---|---|
| Midday - Add Two Days of Service | Nelson | Rural Inter-jurisdictional | 950 | 630 | 0 | 1,580 | $23,790 |
| 2 Commuter Routes - modify to serve new MJH | Fluvanna | Commuter | 2,300 | 300 | 0 | 2,600 | $11,330 |
| Roseland Route - modify to serve new MJH | Nelson | Commuter | 600 | 300 | 0 | 900 | $11,330 |
| Earlier Run - modify to serve new MJH | Buckingham | Commuter | 1,100 | 300 | 0 | 1,400 | $11,330 |
| New Service - Shenandoah National Park to Charlottesville | Other | Commuter | 0 | 250 | 0 | 250 | $9,440 |
| Total | | | 4,950 | 1,780 | 0 | 6,730 | $67,220 |
| **FY 2013** | **Jurisdiction** | **Service Type** | **Baseline Rev. Hrs.** | **Expanded Rev. Hrs.** | **Add'tl Vehicles** | **Total Rev. Hrs.** | **Additional Total O&M Cost** |
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | 27,600 | 2,480 | 0 | 30,080 | $96,450 |
| Midday - Extend Hours; Add One Day of Service | Fluvanna | Rural Inter-jurisdictional | 1,300 | 430 | 0 | 1,730 | $16,720 |
| Midday Service to Charlottesville 1 Day per Week | Buckingham | Rural Inter-jurisdictional | 0 | 260 | 1 | 260 | $10,110 |
| Add Wednesday Service | Nelson | Rural Intracounty | 1,600 | 530 | 0 | 2,130 | $20,610 |
| New Service - Mineral & Louisa to MJH and 29 Corridor | Louisa | Commuter | 0 | 1,020 | 1 | 1,020 | $39,670 |
| Continue monthly service to the Nelson Food Pantry | Nelson | Other | 0 | 120 | 0 | 120 | $4,670 |
| Total | | | 30,500 | 4,840 | 2 | 35,340 | $188,230 |
| **FY 2014** | **Jurisdiction** | **Service Type** | **Baseline Rev. Hrs.** | **Expanded Rev. Hrs.** | **Add'tl Vehicles** | **Total Rev. Hrs.** | **Additional Total O&M Cost** |
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | 30,080 | 2,710 | 0 | 32,790 | $108,560 |
| Midday - Extend Hours; Add One Day of Service | Fluvanna | Rural Inter-jurisdictional | 1,730 | 440 | 0 | 2,170 | $17,630 |
| Midday - Extend Days of Service; Increase Number of Trips | Louisa | Rural Inter-jurisdictional | 2,820 | 2,710 | 0 | 5,530 | $108,560 |
| New Service 1 Day per Week | Buckingham | Rural Intracounty | 0 | 510 | 1 | 510 | $20,430 |
| New Service - Crozet to Charlottesville | Rural Albemarle | Commuter | 0 | 1,020 | 1 | 1,020 | $40,860 |
| Total | | | 34,630 | 7,390 | 2 | 42,020 | $296,040 |

## Table 4: Six-Year Service Recommendations and Costs in Year of Expenditure Dollars (Cont.)

| FY 2015 | Jurisdiction | Service Type | Baseline Rev. Hrs. | Expanded Rev. Hrs. | Add'tl Vehicles | Total Rev. Hrs. | Additional Total O&M Cost |
|---|---|---|---|---|---|---|---|
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | 32,790 | 2,950 | 1 | 35,740 | $121,720 |
| Crozet - Extend Hours/Days of Service | Rural Albemarle | Rural Inter-jurisdictional | 2,550 | 1,750 | 0 | 4,300 | $72,210 |
| Midday - Extend Hours; Add One Day of Service | Fluvanna | Rural Inter-jurisdictional | 2,170 | 440 | 0 | 2,610 | $18,160 |
| Extend Hours/Days of Service | Fluvanna | Rural Intracounty | 1,300 | 2,840 | 0 | 4,140 | $117,180 |
| New Service - Zion Crossroads Circulator | Fluvanna/Louisa | Other | 0 | 260 | 1 | 260 | $10,730 |
| Total | | | 38,810 | 8,240 | 2 | 47,050 | $340,000 |
| **FY 2016** | **Jurisdiction** | **Service Type** | **Baseline Rev. Hrs.** | **Expanded Rev. Hrs.** | **Add'tl Vehicles** | **Total Rev. Hrs.** | **Additional Total O&M Cost** |
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | 35,740 | 3,220 | 1 | 38,960 | $136,850 |
| Extend Hours of Service/Increase Frequency | Rural Albemarle | Rural Intracounty | 7,200 | 1,400 | 1 | 8,600 | $59,500 |
| Extend Hours of Service | Louisa | Rural Intracounty | 8,700 | 4,340 | 0 | 13,040 | $184,450 |
| New Service - Lake Monticello Circulator | Fluvanna | Other | 0 | 260 | 1 | 260 | $11,050 |
| Total | | | 51,640 | 9,220 | 3 | 60,860 | $391,850 |
| **FY 2017** | **Jurisdiction** | **Service Type** | **Baseline Rev. Hrs.** | **Expanded Rev. Hrs.** | **Add'tl Vehicles** | **Total Rev. Hrs.** | **Additional Total O&M Cost** |
| Albemarle County ADA Service Growth | Urban Albemarle | ADA Paratransit | 38,960 | 3,510 | 0 | 42,470 | $153,650 |
| New Service - I-64 Waynesboro/Crozet to US 29 corridor | Albemarle/Regional | Commuter | 0 | 640 | 1 | 640 | $28,020 |
| New Service - US 29 Circulator - Hollymead | Urban Albemarle | Other | 0 | 6,280 | 2 | 6,280 | $274,900 |
| Total | | | 38,960 | 10,430 | 3 | 49,390 | $456,570 |

Table 5 shows the administrative recommendations for the six-year TDP. These include personnel and marketing needs. Costs for these recommendations are reflected in the six-year financial plan.

**Table 5: Six-Year Administrative Recommendations**

| FY 2013 |
|---|
| Raise/Benefit Increase (3%) |
| Upgrade Chief Mechanic to Maintenance Manager |
| Create Position for 2nd Assistant Director |
| Increase Marketing Budget (50%) |
| **FY 2014** |
| Raise/Benefit Increase (3%) |
| Create 2 New Positions for Extra Board Drivers |
| Increase Marketing Budget (50%) |
| **FY 2015** |
| Raise/Benefit Increase (3%) |
| Create Position for 2nd Supervisor |
| Increase Marketing Budget (50%) |
| **FY 2016** |
| Raise/Benefit Increase (3%) |
| Create Position for Dispatcher/Reservationist |
| Increase Marketing Budget (50%) |
| **FY 2017** |
| Raise/Benefit Increase (3%) |
| Increase Marketing Budget (50%) |

# CAPITAL IMPROVEMENT PROGRAM

The capital improvements recommended for inclusion in the FY 2012 – FY 2017 TDP include JAUNT's revenue and non-revenue vehicle replacement program, vehicle expansion program, and facility and equipment program. These capital items are shown in Tables 6 through 9.

## Table 6: Revenue Vehicle Replacement Schedule

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| *Existing Vehicles* | | | | *Vehicle Age or Replacement Year (R)* | | | | | |
| 42 | 2007 | 14 | 100,000 | **R** | | | | | |
| 33 | 2007 | 14 | 100,000 | **R** | | | | | |
| 20 | 2003 | 14 | 100,000 | **R** | | | | | |
| 5 | 1999 | 14 | 100,000 | **R** | | | | | |
| 21 | 2003 | 14 | 100,000 | **R** | | | | | |
| 36 | 2005 | 14 | 100,000 | **R** | | | | | |
| 32 | 2005 | 14 | 100,000 | 7 | **R** | | | | |
| 17 | 2007 | 12 | 100,000 | 5 | **R** | | | | |
| 37 | 2007 | 14 | 100,000 | 5 | **R** | | | | |
| 25 | 2003 | 14 | 100,000 | 9 | **R** | | | | |
| 10 | 2005 | 12 | 100,000 | 7 | **R** | | | | |
| 72 | 2005 | 18 | 100,000 | 7 | **R** | | | | |
| 49 | 2005 | 14 | 100,000 | 7 | **R** | | | | |
| 15 | 2005 | 12 | 100,000 | 7 | **R** | | | | |
| 22 | 2003 | 14 | 100,000 | 9 | **R** | | | | |
| 50 | 2007 | 14 | 100,000 | 5 | **R** | | | | |
| 64 | 2002 | 14 | 100,000 | 10 | 11 | **R** | | | |
| 30 | 2008 | 18 | 100,000 | 4 | 5 | **R** | | | |
| 74 | 2007 | 18 | 100,000 | 5 | 6 | **R** | | | |
| 28 | 2008 | 14 | 100,000 | 4 | 5 | **R** | | | |
| 92 | 2003 | 12 | 100,000 | 9 | 10 | **R** | | | |
| 43 | 2007 | 18 | 100,000 | 5 | 6 | **R** | | | |
| 47 | 2008 | 14 | 100,000 | 4 | 5 | **R** | | | |
| 4 | 2008 | 14 | 100,000 | 4 | 5 | **R** | | | |
| 48 | 2008 | 18 | 100,000 | 4 | 5 | **R** | | | |
| 16 | 2003 | 14 | 100,000 | 9 | 10 | **R** | | | |
| 44 | 2007 | 18 | 100,000 | 5 | 6 | **R** | | | |
| 6 | 2008 | 14 | 100,000 | 4 | 5 | 6 | **R** | | |
| 52 | 2008 | 24 | 100,000 | 4 | 5 | 6 | **R** | | |
| 68 | 2009 | 18 | 100,000 | 3 | 4 | 5 | **R** | | |
| 58 | 2009 | 18 | 100,000 | 3 | 4 | 5 | **R** | | |
| 14 | 2009 | 18 | 100,000 | 3 | 4 | 5 | **R** | | |
| 71 | 2010 | 14 | 100,000 | 2 | 3 | 4 | **R** | | |
| 69 | 2009 | 18 | 100,000 | 3 | 4 | 5 | **R** | | |
| 59 | 2009 | 18 | 100,000 | 3 | 4 | 5 | **R** | | |
| 61 | 2009 | 18 | 100,000 | 3 | 4 | 5 | **R** | | |
| 70 | 2010 | 14 | 100,000 | 2 | 3 | 4 | **R** | | |
| 62 | 2009 | 18 | 100,000 | 3 | 4 | 5 | **R** | | |

## Table 6: Revenue Vehicle Replacement Schedule (Cont.)

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| ***Existing Vehicles*** | | | | ***Vehicle Age or Replacement Year (R)*** | | | | | |
| 76 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 40 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 53 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 65 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 83 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 82 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 85 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 66 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 80 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 84 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 86 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 87 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 88 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 89 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 90 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | **R** | |
| 91 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 93 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 94 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 95 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 96 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 97 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 98 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 99 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 101 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 102 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 103 | 2011 | 14 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 104 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 105 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 106 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 107 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| 108 | 2011 | 18 | 100,000 | 1 | 2 | 3 | 4 | 5 | **R** |
| ***Revenue Vehicle Replacement Schedule Totals*** | | | | | | | | | |
| | | | **Total Vehicles** | **69** | **69** | **69** | **69** | **69** | **69** |
| | | | **Average Vehicle Age** | **2.8** | **2.7** | **2.5** | **2.5** | **2.4** | **2.0** |
| | | | **Total Vehicles Replaced** | **6** | **10** | **11** | **11** | **15** | **16** |
| | | 14 | Passenger | *6* | *7* | *6* | *3* | *15* | *6* |
| | | 18 | Passenger | *0* | *3* | *5* | *7* | *0* | *10* |
| | | 24 | Passenger | *0* | *0* | *0* | *1* | *0* | *0* |
| | | | **Total Vehicle Cost** | **$450,000** | **$788,000** | **$909,700** | **$988,800** | **$1,366,500** | **$1,531,200** |

## Table 7: Non-Revenue Vehicle Replacement Schedule

| JAUNT Vehicle # | Vehicle Fiscal Year | # of Seats | Useful Life in Mileage | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|---|---|---|
| ***Existing Vehicles*** | | | | | ***Vehicle Age - Replacement Year (R)*** | | | | |
| 23 | 2001 | 6 | 100,000 | 11 | **R** | | | | |
| 46 | 2004 | 4 | 100,000 | 8 | 9 | **R** | | | |
| 100 | 2004 | 4 | 100,000 | 8 | 9 | **R** | | | |
| 45 | 2004 | 4 | 100,000 | 8 | 9 | 10 | **R** | | |
| 2 | 2011 | 2 | 100,000 | 1 | 2 | 3 | 4 | 5 | 6 |
| | | | **Total Vehicles** | **5** | **5** | **5** | **5** | **5** | **5** |
| | | | **Vehicles Replaced** | **0** | **1** | **2** | **1** | **0** | **0** |
| | | | **Total Vehicle Cost** | **$0** | **$37,800** | **$79,400** | **$41,700** | **$0** | **$0** |

## Table 8: Expansion Revenue Vehicles

| Expansion Vehicles | Fiscal Year 2012 | 2013 | 2014 | 2015 | 2016 | 2017 |
|---|---|---|---|---|---|---|
| Service Expansion Vehicles | 0 | 2 | 2 | 4 | 3 | 3 |
| Additional Spare Vehicles | 0 | 0 | 0 | 1 | 1 | 1 |
| *Vehicles For Base Service* | *52* | *54* | *56* | *60* | *63* | *66* |
| *Total Vehicles Available* | *69* | *71* | *73* | *78* | *82* | *86* |
| Total Fleet Spare Ratio | 33% | 31% | 30% | 30% | 30% | 30% |
| **Total Vehicle Cost** | **$0** | **$157,600** | **$165,400** | **$434,000** | **$364,400** | **$382,800** |

## Table 9: Other Facility and Equipment Projects

| | Facilities and Equipment FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| Generator | $ 15,000 | $ - | $ - | $ - | $ - | $ - |
| Computer Hardware, Misc. Hardware | $ 60,000 | $ 56,000 | $ 54,000 | $ 15,000 | $ 40,000 | $ 15,000 |
| Computer Software | $ 6,000 | $ 15,000 | $ 8,000 | $ 20,000 | $ 12,000 | $ 10,000 |
| Computer Mapping Software Upgrades | $ 6,000 | $ 20,000 | $ - | $ - | $ 24,000 | $ - |
| Two-way Radio System | $ 42,000 | $ - | $ - | $ - | $ - | $ - |
| Bus Shelters | $ - | $ 41,200 | $ - | $ - | $ 45,020 | $ - |
| Bus Stop Signs | $ - | $ 1,200 | $ - | $ - | $ 1,400 | $ - |
| Mobile Data Computer (MDCs) Replacement | $ - | $ 360,500 | $ 371,300 | $ - | $ - | $ - |
| Bus Wash Bay | $ - | $ - | $ - | $ 218,500 | $ - | $ - |
| Propane Dual Fuel Conversion | $ - | $ - | $ - | $ 145,700 | $ 150,100 | $ 154,600 |
| New Facility Study | $ - | $ - | $ - | $ - | $ 225,100 | $ - |
| **Total Costs** | **$ 129,000** | **$ 493,900** | **$ 433,300** | **$ 399,200** | **$ 497,620** | **$ 179,600** |

# FINANCIAL PLAN

The financial plan is a principal objective of the TDP. It is in this chapter that an agency demonstrates its ability to provide a sustainable level of transit service over the TDP time period, including the rehabilitation and replacement of capital assets.

## SERVICE OPERATIONS AND ADMINISTRATION

JAUNT's baseline FY 2012 operating budget for core public transit operations is $4,731,402. With the implementation of modifications to several commuter routes to serve Martha Jefferson Hospital at Pantops as outlined in Chapter 5, implementation of the Shenandoah National Park route service, plus an adjustment in the average cost per revenue hour to more accurately reflect JAUNT's operating experience in FY 2011, the operating budget would increase to $5,071,260 in FY 2012. This cost includes all administrative and operations expenses. All costs reflect Year of Expenditure (YOE) dollars.

Key expense and revenue assumptions utilized in the TDP Financial Plan for core public transit operations (Table 10) and grant funded transit operations (Table 11) are as follows:

- Annual operations costs during the TDP time period are based on a rate of $37.76 per revenue hour (FY 2012 dollars). A three percent annual inflation rate has been assumed during the TDP six-year time period beginning in FY 2013 for both operations and administration costs.
- Farebox revenues are generally assumed to increase at the same rate of growth as revenue hours during the TDP's six year time period. As JAUNT charges a variety of fares depending on the type of service, JAUNT's FY 2012 budgeted revenue hours and projected farebox revenues for each member jurisdiction were calculated and applied across the TDP time period. No fare increases are assumed during the timeframe of this TDP.
- Federal Section 5307 funding in each fiscal year is sub-allocated to urban Charlottesville and urban Albemarle County based on their percentage of the urban revenue hours.
- Federal and state funding for FY 2012 is based on the amounts shown in the Draft SYIP for FY 2012–FY 2017. For FY 2013 through FY 2017, federal and state funding applies a percentage change from year to year calculated from statewide projections in the Draft SYIP. The remaining operations costs are assumed to be covered by farebox revenues and local funding.
- Each JAUNT member jurisdiction will continue to fund its local portion of its respective public transit services, as well as fund a portion of JAUNT's administrative costs, based on its percentage of total revenue hours.

It is important to note that local funding requirements shown in the tables are based on several assumptions that may or may not occur. These assumptions will need to be revisited and revised in each year's budget process. Similarly, projects identified in the six-year TDP period can be moved forward or back, depending on availability of funding, grants, demographics, etc.

## Table 10: TDP Financial Plan for Core Public Service Operations and Maintenance

| TDP Financial Plan for: Core Public Service Operations & Administration | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Annual Revenue Hours** | | | | | | |
| City of Charlottesville (Urban) | 31,000 | 31,000 | 31,000 | 31,000 | 31,000 | 31,000 |
| *Charlottesville (Urban) Base Service from Previous Year* | *31,000* | *31,000* | *31,000* | *31,000* | *31,000* | *31,000* |
| *Charlottesville (Urban) Change from Previous Year* | *0* | *0* | *0* | *0* | *0* | *0* |
| City of Charlottesville (Rural) | 1,500 | 1,500 | 1,500 | 1,500 | 1,500 | 1,500 |
| *Charlottesville (Rural) Base Service from Previous Year* | *1,500* | *1,500* | *1,500* | *1,500* | *1,500* | *1,500* |
| *Charlottesville (Rural) Change from Previous Year* | *0* | *0* | *0* | *0* | *0* | *0* |
| Albemarle County (Urban) | 28,500 | 30,980 | 33,690 | 36,640 | 39,860 | 49,650 |
| *Albemarle (Urban) Base Service from Previous Year* | *28,500* | *28,500* | *30,980* | *33,690* | *36,640* | *39,860* |
| *Albemarle (Urban) Change from Previous Year* | *0* | *2,480* | *2,710* | *2,950* | *3,220* | *9,790* |
| Albemarle County (Rural) | 16,850 | 16,850 | 17,870 | 19,620 | 21,020 | 21,340 |
| *Albemarle (Rural) Base Service from Previous Year* | *16,850* | *16,850* | *16,850* | *17,870* | *19,620* | *21,020* |
| *Albemarle (Rural) Change from Previous Year* | *0* | *0* | *1,020* | *1,750* | *1,400* | *320* |
| Nelson County | 7,440 | 8,090 | 8,090 | 8,090 | 8,090 | 8,090 |
| *Nelson Base Service from Previous Year* | *6,510* | *7,440* | *8,090* | *8,090* | *8,090* | *8,090* |
| *Nelson Change from Previous Year* | *930* | *650* | *0* | *0* | *0* | *0* |
| Fluvanna County | 7,000 | 7,430 | 7,870 | 11,280 | 11,540 | 11,540 |
| *Fluvanna Base Service from Previous Year* | *6,700* | *7,000* | *7,430* | *7,870* | *11,280* | *11,540* |
| *Fluvanna Change from Previous Year* | *300* | *430* | *440* | *3,410* | *260* | *0* |
| Louisa County | 12,620 | 13,640 | 16,350 | 16,480 | 20,820 | 20,820 |
| *Louisa Base Service from Previous Year* | *12,620* | *12,620* | *13,640* | *16,350* | *16,480* | *20,820* |
| *Louisa Change from Previous Year* | *0* | *1,020* | *2,710* | *130* | *4,340* | *0* |
| Buckingham County | 2,900 | 3,160 | 3,670 | 3,670 | 3,670 | 3,670 |
| *Buckingham Base Service from Previous Year* | *2,600* | *2,900* | *3,160* | *3,670* | *3,670* | *3,670* |
| *Buckingham Change from Previous Year* | *300* | *260* | *510* | *0* | *0* | *0* |
| Other (Waynesboro, Aramark) | 250 | 250 | 250 | 250 | 250 | 570 |
| *Other Base Service from Previous Year* | *0* | *250* | *250* | *250* | *250* | *250* |
| *Other Change from Previous Year* | *250* | *0* | *0* | *0* | *0* | *320* |
| **Total Base Revenue Hours** | **106,280** | **108,060** | **112,900** | **120,290** | **128,530** | **137,750** |
| **Total Revenue Hour Change** | **1,780** | **4,840** | **7,390** | **8,240** | **9,220** | **10,430** |
| **Total Revenue Hours** | **108,060** | **112,900** | **120,290** | **128,530** | **137,750** | **148,180** |

## Table 10: TDP Financial Plan for Core Public Service Operations and Maintenance (Cont.)

| TDP Financial Plan for: Core Public Service Operations & Administration | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Projected Operations Costs** | | | | | | |
| Baseline Administration | $ 990,900 | $ 1,020,630 | $ 1,051,250 | $ 1,082,790 | $ 1,115,270 | $ 1,148,730 |
| Raise/Benefit Increase (Existing Staff) | $ - | $ 70,200 | $ 72,310 | $ 74,480 | $ 76,710 | $ 79,010 |
| Additional Staffing Needs | $ - | $ 157,000 | $ 231,710 | $ 290,660 | $ 334,380 | $ 344,410 |
| Promotional Advertisting/Marketing | $ - | $ 5,250 | $ 7,880 | $ 11,820 | $ 17,730 | $ 26,600 |
| Total Administration | **$ 990,900** | **$ 1,253,080** | **$ 1,363,150** | **$ 1,459,750** | **$ 1,544,090** | **$ 1,598,750** |
| *Charlottesville (Urban) Allocation* | *$ 284,930* | *$ 344,830* | *$ 352,030* | *$ 352,760* | *$ 348,120* | *$ 335,760* |
| *Charlottesville (Rural) Allocation* | *$ 13,790* | *$ 16,690* | *$ 17,030* | *$ 17,070* | *$ 16,840* | *$ 16,250* |
| *Albemarle (Urban) Allocation* | *$ 261,950* | *$ 344,610* | *$ 382,580* | *$ 416,940* | *$ 447,620* | *$ 537,750* |
| *Albemarle (Rural) Allocation* | *$ 154,870* | *$ 187,430* | *$ 202,930* | *$ 223,260* | *$ 236,050* | *$ 231,130* |
| *Nelson Allocation* | *$ 68,380* | *$ 89,990* | *$ 91,870* | *$ 92,060* | *$ 90,850* | *$ 87,620* |
| *Fluvanna Allocation* | *$ 64,340* | *$ 82,650* | *$ 89,370* | *$ 128,360* | *$ 129,590* | *$ 124,990* |
| *Louisa Allocation* | *$ 115,990* | *$ 151,730* | *$ 185,670* | *$ 187,530* | *$ 233,800* | *$ 225,500* |
| *Buckingham Allocation* | *$ 26,650* | *$ 35,150* | *$ 41,680* | *$ 41,760* | *$ 41,210* | *$ 39,750* |
| City of Charlottesville (Urban) | $ 1,170,560 | $ 1,205,700 | $ 1,241,800 | $ 1,279,100 | $ 1,317,500 | $ 1,357,000 |
| City of Charlottesville (Rural) | $ 56,640 | $ 58,300 | $ 60,100 | $ 61,900 | $ 63,700 | $ 65,700 |
| Albemarle County (Urban) | $ 1,076,160 | $ 1,204,900 | $ 1,349,600 | $ 1,511,800 | $ 1,694,000 | $ 2,173,300 |
| Albemarle County (Rural) | $ 636,260 | $ 655,300 | $ 715,900 | $ 809,500 | $ 893,300 | $ 934,100 |
| Nelson County | $ 280,940 | $ 314,700 | $ 324,100 | $ 333,800 | $ 343,800 | $ 354,100 |
| Fluvanna County | $ 264,320 | $ 288,900 | $ 315,200 | $ 465,400 | $ 490,400 | $ 505,200 |
| Louisa County | $ 476,530 | $ 530,500 | $ 655,000 | $ 680,000 | $ 884,800 | $ 911,400 |
| Buckingham County | $ 109,510 | $ 122,900 | $ 147,000 | $ 151,400 | $ 156,000 | $ 160,700 |
| Other | $ 9,440 | $ 9,700 | $ 10,000 | $ 10,300 | $ 10,600 | $ 24,900 |
| **Total Operations Cost** | **$ 5,071,260** | **$ 5,643,980** | **$ 6,181,850** | **$ 6,762,950** | **$ 7,398,190** | **$ 8,085,150** |

## Table 10: TDP Financial Plan for Core Public Service Operations and Maintenance (Cont.)

| TDP Financial Plan for: Core Public Service Operations & Administration | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Anticipated Public Operations Funding Sources** | | | | | | |
| **Farebox Revenues** | **$ 554,580** | **$ 598,270** | **$ 657,330** | **$ 724,500** | **$ 792,000** | **$ 864,540** |
| *City of Charlottesville (Urban)* | *$ 130,010* | *$ 133,920* | *$ 137,930* | *$ 142,070* | *$ 146,330* | *$ 150,720* |
| *City of Charlottesville (Rural)* | *$ 8,900* | *$ 9,170* | *$ 9,450* | *$ 9,730* | *$ 10,020* | *$ 10,320* |
| *Albemarle County (Urban)* | *$ 112,360* | *$ 125,800* | *$ 140,910* | *$ 157,840* | *$ 176,870* | *$ 226,920* |
| *Albemarle County (Rural)* | *$ 97,910* | *$ 100,850* | *$ 110,160* | *$ 124,580* | *$ 137,470* | *$ 143,750* |
| *Nelson County* | *$ 62,040* | *$ 69,480* | *$ 71,560* | *$ 73,710* | *$ 75,920* | *$ 78,200* |
| *Fluvanna County* | *$ 43,250* | *$ 47,280* | *$ 51,580* | *$ 76,150* | *$ 80,250* | *$ 82,650* |
| *Louisa County* | *$ 53,010* | *$ 59,020* | *$ 72,860* | *$ 75,650* | *$ 98,430* | *$ 101,390* |
| *Buckingham County* | *$ 45,830* | *$ 51,440* | *$ 61,530* | *$ 63,380* | *$ 65,280* | *$ 67,240* |
| *Other* | *$ 1,270* | *$ 1,310* | *$ 1,350* | *$ 1,390* | *$ 1,430* | *$ 3,350* |
| **Federal** | **$ 1,415,690** | **$ 1,503,730** | **$ 1,533,810** | **$ 1,564,490** | **$ 1,595,780** | **$ 1,627,260** |
| *FTA Section 5307* | *$ 513,000* | *$ 544,900* | *$ 555,800* | *$ 566,920* | *$ 578,260* | *$ 589,660* |
| *FTA Section 5311* | *$ 864,030* | *$ 917,760* | *$ 936,120* | *$ 954,840* | *$ 973,940* | *$ 993,150* |
| **State** | **$ 775,320** | **$ 731,540** | **$ 757,270** | **$ 800,030** | **$ 828,810** | **$ 848,330** |
| *Formula Assistance Funds - 5307* | *$ 429,710* | *$ 405,440* | *$ 419,700* | *$ 443,400* | *$ 459,350* | *$ 470,170* |
| *Formula Assistance Funds - 5311* | *$ 324,800* | *$ 306,460* | *$ 317,240* | *$ 335,160* | *$ 347,220* | *$ 355,400* |
| **Other** | **$ 3,600** | **$ 3,600** | **$ 3,600** | **$ 3,600** | **$ 3,600** | **$ 3,600** |
| *MPO Funding* | *$ 3,600* | *$ 3,600* | *$ 3,600* | *$ 3,600* | *$ 3,600* | *$ 3,600* |
| **Local Contributions** | **$ 2,322,070** | **$ 2,806,840** | **$ 3,229,850** | **$ 3,670,320** | **$ 4,177,990** | **$ 4,741,420** |
| *City of Charlottesville - Urban* | *$ 832,440* | *$ 939,480* | *$ 986,710* | *$ 1,025,110* | *$ 1,063,780* | *$ 1,133,290* |
| *City of Charlottesville - Rural* | *$ 22,520* | *$ 27,430* | *$ 31,580* | *$ 35,510* | *$ 39,360* | *$ 40,070* |
| *Albemarle County - Urban* | *$ 772,480* | *$ 946,900* | *$ 1,081,360* | *$ 1,221,660* | *$ 1,379,050* | *$ 1,829,450* |
| *Albemarle County - Rural* | *$ 253,710* | *$ 309,140* | *$ 377,410* | *$ 465,750* | *$ 553,640* | *$ 571,490* |
| *Nelson County* | *$ 105,150* | *$ 139,680* | *$ 160,740* | *$ 180,600* | *$ 200,230* | *$ 203,380* |
| *Fluvanna County* | *$ 104,460* | *$ 135,120* | *$ 164,740* | *$ 265,440* | *$ 301,270* | *$ 306,330* |
| *Louisa County* | *$ 197,460* | *$ 259,690* | *$ 358,340* | *$ 406,100* | *$ 569,430* | *$ 579,340* |
| *Buckingham County* | *$ 30,860* | *$ 45,910* | *$ 64,940* | *$ 65,580* | *$ 66,110* | *$ 66,010* |
| *Other* | *$ 2,990* | *$ 3,490* | *$ 4,030* | *$ 4,570* | *$ 5,120* | *$ 12,060* |
| **Total Projected Public Operating Revenue** | **$ 5,071,260** | **$ 5,643,980** | **$ 6,181,850** | **$ 6,762,950** | **$ 7,398,190** | **$ 8,085,150** |

## Table 11: TDP Financial Plan for Special Grant-Funded Service Operations and Maintenance

| TDP Financial Plan for: Special Grant Funded Public Service Operations & Administration | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Annual Revenue Hours** | | | | | | |
| *New Freedom Operations - Nelson Midday* | *630* | *630* | | | | |
| *Nelson Food Pantry* | *90* | | | | | |
| *Senior Shopping* | *400* | *400* | *400* | *400* | *400* | *400* |
| ***Total Revenue Hours*** | **1,120** | **1,030** | **400** | **400** | **400** | **400** |
| **Projected Operations & Administration Costs** | | | | | | |
| *New Freedom: Mobility Management Program* | *$ 68,570* | *$ 70,630* | *$ 72,750* | *$ 74,930* | *$ 77,180* | *$ 79,500* |
| *New Freedom: Operations - Nelson Midday* | *$ 23,790* | *$ 24,500* | *$ -* | *$ -* | *$ -* | *$ -* |
| *Nelson Food Pantry* | *$ 4,130* | *$ -* | *$ -* | *$ -* | *$ -* | *$ -* |
| *Senior Shopping* | *$ 14,500* | *$ 15,557* | *$ 16,024* | *$ 16,505* | *$ 17,000* | *$ 17,510* |
| ***Total Projected Costs*** | **$ 110,990** | **$ 110,687** | **$ 88,774** | **$ 91,435** | **$ 94,180** | **$ 97,010** |
| **Anticipated Funding Sources** | | | | | | |
| New Freedom Program | **$ 92,360** | **$ 95,130** | **$ 72,750** | **$ 74,930** | **$ 77,180** | **$ 79,500** |
| *Federal New Freedom Program* | *$ 61,280* | *$ 65,090* | *$ 66,390* | *$ 67,720* | *$ 69,070* | *$ 70,430* |
| *State Paratransit Assistance* | *$ 23,690* | *$ 23,690* | *$ 23,690* | *$ 23,690* | *$ 23,690* | *$ 23,690* |
| *Local* | *$ 7,390* | *$ 6,350* | *$ (17,330)* | *$ (16,480)* | *$ (15,580)* | *$ (14,620)* |
| Nelson Food Pantry | **$ 4,130** | **$ -** | **$ -** | **$ -** | **$ -** | **$ -** |
| *Nelson County Community Fund* | *$ 2,020* | | | | | |
| *Local* | *$ 2,110* | | | | | |
| Senior Shopping | **$ 14,500** | **$ 15,557** | **$ 16,024** | **$ 16,505** | **$ 17,000** | **$ 17,510** |
| *State Paratransit Assistance* | *$ 13,780* | *$ 13,780* | *$ 13,780* | *$ 13,780* | *$ 13,780* | *$ 13,780* |
| *JABA* | *$ 720* | *$ 1,777* | *$ 2,244* | *$ 2,725* | *$ 3,220* | *$ 3,730* |
| **Total Projected Revenues** | **$ 110,990** | **$ 110,687** | **$ 88,774** | **$ 91,435** | **$ 94,180** | **$ 97,010** |

### CAPITAL IMPROVEMENT PROJECTS

Key expense and revenue assumptions utilized in the TDP Financial Plan for capital projects are as follows:

- Federal and state funding for FY 2012 is based on the amounts shown in the Draft SYIP for FY 2012–FY 2017.
- Costs for computer and miscellaneous hardware and computer software equipment for FY 2013 through FY 2017 were taken from JAUNT's capital budget six-year plan as submitted to DRPT.
- A five percent annual inflation rate has been assumed during the TDP six-year time period beginning in FY 2013 for all vehicle purchases and three percent per year for all other capital costs.
- For all capital items, the financial plan assumes 80% federal funding. For vehicles, the non-federal match is assumed at a ratio of 80% state funding and 20% local funding. For all other capital items, the non-federal match is assumed to be split evenly between state and local funding.
- Costs for 14 or 18 passenger vehicles and 24 passenger vehicles are based on FY 2012 unit costs of $75,000 and $104,300, respectively.
- Other FY 2012 unit costs include $150 per bus stop sign and $10,000 per bus stop shelter.

Table 12 presents the financial plan for replacement and expansion vehicles, and Table 13 presents the financial plan for all other capital projects, including facilities and equipment. JAUNT will utilize the annual TDP update to modify or add these items in the appropriate year.

## ANNUAL TDP MONITORING

The DRPT requires submittal of an annual letter that provides updates to the contents of this TDP. Recommended contents of this "TDP Update" letter include:

- A summary of ridership trends for the past 12 months.
- A description of TDP goals and objectives that have been advanced over the past 12 months.
- A list of improvements (service and facility) that have been implemented in the past 12 months, including identification of those that were noted in this TDP.
- An update to the TDP's list of recommended service and facility improvements (e.g., identify service improvements that are being shifted to a new year, being eliminated, and/or being added). This update of recommended improvements should be extended one more fiscal year to maintain a six-year planning period.
- A summary of current year costs and funding sources.
- Updates to the financial plan tables. These tables should be extended one more fiscal year to maintain a six-year planning period.

## Table 12: TDP Financial Plan for Replacement and Expansion Vehicles

| TDP Financial Plan for: Fleet Replacement and Expansion | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Number of Vehicles** | | | | | | |
| Replacement: 14 - 18 Passenger Bus | 6 | 10 | 11 | 10 | 15 | 16 |
| Replacement: 24 Passenger Bus | 0 | 0 | 0 | 1 | 0 | 0 |
| Expansion: 14-18 Passenger Bus | 0 | 2 | 2 | 5 | 4 | 4 |
| Management/Supervisor Vehicles | 0 | 1 | 2 | 1 | 0 | 0 |
| ***Total Vehicles*** | 6 | 13 | 15 | 17 | 19 | 20 |
| **Vehicle Costs** | | | | | | |
| Replacement: 14 - 18 Passenger Bus | $ 450,000 | $ 788,000 | $ 909,700 | $ 868,000 | $ 1,366,500 | $ 1,531,200 |
| Replacement: 24 Passenger Bus | $ - | $ - | $ - | $ 120,800 | $ - | $ - |
| Expansion: 14-18 Passenger Bus | $ - | $ 157,600 | $ 165,400 | $ 434,000 | $ 364,400 | $ 382,800 |
| Management/Supervisor Vehicles | $ - | $ 37,800 | $ 79,400 | $ 41,700 | $ - | $ - |
| ***Total Projected Vehicle Costs*** | ***$ 450,000*** | ***$ 983,400*** | ***$ 1,154,500*** | ***$ 1,464,500*** | ***$ 1,730,900*** | ***$ 1,914,000*** |
| **Anticipated Funding Sources** | | | | | | |
| Federal (80%) | $ 360,000 | $ 786,720 | $ 923,600 | $ 1,171,600 | $ 1,384,720 | $ 1,531,200 |
| State (80% of non-federal match) | $ 72,000 | $ 157,344 | $ 184,720 | $ 234,320 | $ 276,944 | $ 306,240 |
| Local (20% of non-federal match) | $ 18,000 | $ 39,336 | $ 46,180 | $ 58,580 | $ 69,236 | $ 76,560 |
| ***Total Vehicle Revenues*** | ***$ 450,000*** | ***$ 983,400*** | ***$ 1,154,500*** | ***$ 1,464,500*** | ***$ 1,730,900*** | ***$ 1,914,000*** |

## Table 13: TDP Financial Plan for Facility and Other Equipment Costs

| TDP Financial Plan for: Facility, Equipment, and Other Capital | FY 2012 | FY 2013 | FY 2014 | FY 2015 | FY 2016 | FY 2017 |
|---|---|---|---|---|---|---|
| **Projected Facility, Equipment, and Other Capital Improvements** | | | | | | |
| Generator | $ 15,000 | $ - | $ - | $ - | $ - | $ - |
| Computer Hardware, Misc. Hardware | $ 60,000 | $ 56,000 | $ 54,000 | $ 15,000 | $ 40,000 | $ 15,000 |
| Computer Software | $ 6,000 | $ 15,000 | $ 8,000 | $ 20,000 | $ 12,000 | $ 10,000 |
| Computer Mapping Software Upgrades | $ 6,000 | $ 20,000 | $ - | $ - | $ 24,000 | $ - |
| Two-way Radio System | $ 42,000 | $ - | $ - | $ - | $ - | $ - |
| Bus Shelters | $ - | $ 41,200 | $ - | $ - | $ 45,020 | $ - |
| Bus Stop Signs | $ - | $ 1,200 | $ - | $ - | $ 1,400 | $ - |
| Mobile Data Computer (MDCs) Replacement | $ - | $ 360,500 | $ 371,300 | $ - | $ - | $ - |
| Bus Wash Bay | $ - | $ - | $ - | $ 218,500 | $ - | $ - |
| Propane Dual Fuel Conversion | $ - | $ - | $ - | $ 145,700 | $ 150,100 | $ 154,600 |
| New Facility Study | $ - | $ - | $ - | $ - | $ 225,100 | $ - |
| ***Total Projected Capital Expenses*** | ***$ 129,000*** | ***$ 493,900*** | ***$ 433,300*** | ***$ 399,200*** | ***$ 497,620*** | ***$ 179,600*** |
| **Anticipated Funding Sources** | | | | | | |
| Federal (80%) | $ 103,200 | $ 395,120 | $ 346,640 | $ 319,360 | $ 398,096 | $ 143,680 |
| State (10%) | $ 13,284 | $ 49,390 | $ 43,330 | $ 39,920 | $ 49,762 | $ 17,960 |
| Local (10%) | $ 12,516 | $ 49,390 | $ 43,330 | $ 39,920 | $ 49,762 | $ 17,960 |
| ***Total Other Capital Revenues*** | ***$ 129,000*** | ***$ 493,900*** | ***$ 433,300*** | ***$ 399,200*** | ***$ 497,620*** | ***$ 179,600*** |